

Job Title:	Digital Courseware Specialist
Job No:	AA 86
Department/Business Unit:	Product Design and Development
Accountable to:	Chief Academic Officer
Reporting to:	Manager – Product Design and Development
Our Vision:	Be Australia’s leading provider of training for the aviation and aerospace industries.
Our Values:	Safety at the Heart of Everything We Do, Work Together, Be Accountable, Act Innovatively, Deliver on Customer Needs.

PURPOSE

The Digital Courseware Specialist is responsible for the day-to-day maintenance activities associated with AA Courseware materials for Aviation Australia’s training operations. The role is responsible for ensuring Aviation Australia’s training courseware materials are created and presented consistently in an agreed and high-quality format, uploaded to the Learning Content Management System (LCMS)/Learning Management System (LMS) accurately and in a timely manner.

DUTIES

- Lead specialist in courseware maintenance for the Product Design and Development (PDD) department.
- Reviewing courseware in the Learning Content Management System (LCMS)/Learning Management System (LMS).
- Courseware reporting and file management and database records maintenance.
- Formatting and templating of HTML courseware following development/amendment as directed.
- Conversion of documents into HTML file format (e.g. Word to HTML) and uploads to Learning Content Management System (LCMS)/Learning Management System (LMS).
- Insertion of graphics into training materials with correct copyright attributions.
- Administrative and office support activities.
- Purchase Order (PO) management and monitoring
- Exam invigilation when required.
- Monitor and report on PDD Key Performance Indicators (KPIs).
- Participate in evaluation, quality assurance and continuous improvement processes.

- Undertake other duties as required by the accountable / reporting manager and senior management.
- Comply with the requirements of Aviation Australia's:
 - Code of Conduct
 - Work Health and Safety legislation
 - Policies and procedures

AUTHORITIES

The Digital Courseware Specialist has the authority to:

- Access systems relevant to the Product Design and Development department under authorisation of the account/reporting manager.
- Educate, counsel and/or discipline students in compliance with the organisation's policies and procedures.

SELECTION CRITERIA

Qualifications

Essential

- A recognised qualification in Online training administrative discipline or equivalent

Desirable

- TAE40122 Certificate IV in Training and Assessment or equivalent qualification
- Advanced word processing and digital literacy qualifications or equivalent

Experience

Essential

- A minimum of 2 years' experience in digital courseware management environment

Desirable

- A minimum of 2 years' experience in experience in a teaching and learning environment.

Knowledge and Skills

Essential

- High level HTML skills with proficiency in MS Office suite of applications.
- Sound organisational skills with the capacity to priorities work, deal with competing demands, manage time effectively and ensure completion of tasks within deadlines.
- Sound written and oral communication skills with high level attention to detail and accuracy.

- Ability to interpret and apply legislation, regulations, policies and procedures.
- Analytical mindset.
- Preparedness to undertake training as required.
- Demonstrated experience and/or knowledge of how to effectively work with a diverse workforce, to ensure the workplace is safe from discrimination, bullying, harassment or sexual harassment.
- Superior interpersonal and customer service skills with the ability to display a courteous and professional manner at all times.
- Excellent written and oral communication skills with high level attention to detail and accuracy.

Personal Qualities

Essential

- Enthusiastic, energetic and motivated approach to work.
- Ability to build rapport and credibility with stakeholders and develop strong working relationships.
- Ability to work both independently and within a flexible team environment.
- Ability to foster a customer focused working environment and build and maintain rapport with staff and students.
- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.
- Willingness and ability to demonstrate initiative and accept responsibility.