

VCE Summer School 2023 Position Description

Operations Team: IT Officer

The Operations Team are responsible for assisting with the logistics and administration of Summer School. Duties will include ensuring that spaces are maintained, equipment for activities and workshops is secured, and that classes are running according to the timetable. The IT Officer will assist with IT-related logistics affecting tutors and students, in addition to general duties as a member of the Operations team. This role requires highly developed organisation and problem-solving skills, a high level of dedication, and the ability to work under pressure in a team environment.

Title	IT Operations Officer
Number of positions	1-2
Desirable Attributes	<ul style="list-style-type: none">• Coordination and teamwork• Problem-solving skills• Initiative• Technical skills for information or audiovisual systems
Skills Developed in this Role	<ul style="list-style-type: none">• Logistics, venue and timetable management systems• Service and communication for diverse stakeholders• Development and communication of technical skills for information or audiovisual systems in others
Main duties and responsibilities	<p>In addition to the responsibilities of the Operations Team role, the Operations IT Officer is required to:</p> <p>Before the program:</p> <ul style="list-style-type: none">• With the Directors, engage in training for relevant IT systems before the program (about 3 hours in December).• Advise program participants with technical difficulties in the week before the program (from 5 Jan).• Create FAQ or explainer information for any major technical difficulties (from 5 Jan).• As necessary and with guidance from the Directors, plan critical program systems including:<ul style="list-style-type: none">o Student and tutor timetablingo Workshop preferencing and allocationo Data management <p>During the program:</p> <ul style="list-style-type: none">• Receive and resolve technical enquiries from all program participants, including as referred from other members of the Operations Team.<ul style="list-style-type: none">o Problem-solve or refer IT and AV issues as required• Oversee and maintain technical systems used during the program, including timetabling and resource portals.<ul style="list-style-type: none">o As necessary, train the Operations team in operating and troubleshooting these systems.

	<ul style="list-style-type: none"> o Continue to create FAQ or explainer information for any major technical difficulties. • Liaise with the Directors on IT matters throughout the VCE Summer School program. <ul style="list-style-type: none"> o Notify the Directors of major issues or risks as they arise o Advise the Directors on optimal approaches to tutor management, student management, class management and data management as necessary <p>After the program</p> <ul style="list-style-type: none"> • Attend a debrief meeting organised by the Directors to share reflections on the program IT systems (1 hour).
Reporting to	Operations Coordinator Directors

Responsibilities Common to all Roles

- Be committed to promoting an inclusive and welcoming environment within the VCESS community for all students and tutors.
- Assist in ensuring that the program runs smoothly.
- Be a mentor (both personally and academically) to students whilst maintaining a level of professionalism appropriate to the program.
- Ensure that students follow the rules of the program.
- Assist in the event of an unforeseen emergency.
- Communicate concerns about students' progress or welfare to the Welfare Team, Residential Coordinator and Directors as appropriate.
- Follow sign-in procedure each day.
- Follow Program rules and procedures, including the UMSU Acceptable Conduct, Child Safety and Volunteering Policies; and the VCESS Tutor Code of Conduct.
- Hold a current and valid Working With Children Check, sign the relevant indemnity form and agree with all terms and conditions stated therein by the commencement of the 2023 program.

Time Commitment

Training and planning sessions for this role will be provided in October and December, subject to team availability. The team will meet with the Directors before the commencement of the program. In addition, this team will need to attend Tutor Refresher Day on 5 January.

The Operations Team is required to attend every day of the two week program from 8:30am-4.00pm. Team members will also be required to attend a debrief at the end of each day, as organised by the Operations Coordinator.