

Job Description

University of Hertfordshire

Post title: Technology Mentor

Grade: UH4

School/Department: Office of the Vice Chancellor

Responsible to: Senior Digital Skills Developer

Applicants must be current students at the University of Hertfordshire who will also be studying during the next academic year

****You do not need to be an IT specialist for the role and full training is provided****

We encourage applications from all students from all fields of study.

MAIN PURPOSE OF THE JOB

To support the use of technology to enhance learning and teaching and digital capability development opportunities for staff and students.

RESPONSIBILITIES AND DUTIES

Technology Mentors will be required to assist in any use of technology in learning and teaching. Assistance may typically fall within the following areas:

- To assist academic staff and students with digital skills and technology support
- Provide technical support for digital assessments
- Guide and support students in learning how to use digital tools relevant to their course, access UH systems and module sites
- Help students with their digital skills in the Study Success Hub (in both LRCs) and via online 1:1 support (via MS Teams)
- Create content for the Technology Mentor social media accounts
- Assist with events organised by the Digital Capabilities team and other projects

As members of staff, Technology Mentors are also expected to attend relevant training on platforms such as Canvas, Teams, Mentimeter and Panopto. There will be other relevant training sessions provided as required.

SKILLS/QUALIFICATIONS REQUIRED

The following core values will inform and sustain all our activities. We aspire to be: friendly, ambitious, collegiate, enterprising and student-focused. We expect that the successful applicant will be able to demonstrate all these qualities.

Essential:

- Interest in technology to support and enhance student learning
- Confident and competent user of StudyNet/Canvas
- Confident user of web-based applications
- Ability to mentor and support members of staff and students
- Good communication skills (oral and written)
- Ability to manage own time

Desirable:

- Awareness of wider issues surrounding the use of technology for learning
- An interest in motivating and developing others
- Awareness of how technology is used to support learning
- An awareness of inclusive teaching practices
- Confident user of social media platforms

SUPERVISION RECEIVED

The Senior Digital Skills Developer will manage the Technology Mentors.

Extra supervision will be given by others across the University depending on the project. This may include Digital Capabilities Manager, Digital Skills Developers, Digital Skills Facilitators and Educational Technologists.

RELATIONSHIPS/CONTACTS

Internal: Centre for Education and Student Success (CEdSS), Library and Computing Services, Programme and Module Leaders, relevant professional staff and the TEL Champions.

This document outlines the duties required, for the time being, of the post entitled Technology Mentor to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and the Senior Digital Skills Developer may vary duties, from time to time, which do not change the general character of the job or the level of responsibility entailed.

CONFIDENTIALITY

During and after your employment you must not divulge or use confidential information relating to the University or its affairs, which could be interpreted as being detrimental to the University's interests. Work undertaken may not be discussed with anyone outside the mentors' group and academic mentees may not be identified during any discussions within the group.

Confidential information includes, but is not limited to, information concerning student assessment, services offered to or provided by the University on a commercial basis, lists of clients, students or customers, customer or client requirement, pricing

structures, marketing strategies, information concerning the University's finances or financial plans.

What would the hours be?

This is a on campus, casual role that is designed to fit around your studies and you will be able to sign up for tasks that fit around lectures and other commitments.

Technology Mentors are limited to working **15 hours per week**; however, this is not guaranteed and this may be lower during quieter periods.