

## Educational IT Support Officer

### About SeeBeyondBorders

SeeBeyondBorders' purpose is to improve education standards in Cambodia, providing children with access to quality teaching and learning at school. SeeBeyondBorders is a registered charity in Australia and the UK and operates as a registered international non-government organisation in Cambodia. Operating in two provinces in Cambodia, SeeBeyondBorders conducts programs to teach teachers, engage parents and communities to support and encourage their children to get to school. In the work we do in schools and in the way we run the organisation, our aim is to build capability within Cambodia so that ultimately SeeBeyondBorders becomes the professional development provider of choice.

We focus our school based activities in the rural areas of Battambang and Siem Reap provinces. In each area, our Quality Teaching programs form the lead initiative and are supported by our Community Engagement and Systemic Support programs according to individual school development plans, community needs, and systemic requirements.

### Overview of the Position

The Educational Technology Project is a new project which will begin implementation in 2021. The Educational IT Support Officer will support the implementation of the Educational Technology Project in 27 primary schools in the Ek Phnom District of Battambang.

The project aims to improve the quality of education in schools through building the skills of 151 teachers and mentors in using technology and digital resources to engage students, as well as to build a self-directed professional learning practice.

Educational IT Support Officer will work closely with the SeeBeyondBorders education staff to:

- Facilitate Educational Technology Workshops to teachers and mentors
- Support teacher and mentors in relation to digital technology in the classroom
- Monitor the use of educational technologies and user experience and use data to make improvements

<b>Employment Type</b>	Full Time, FDC, 2 Years.
<b>Location</b>	Battambang, Cambodia with occasional travel within Cambodia
<b>Accountable to</b>	Operations Manager
<b>Hours</b>	40 hours per week with scheduled Cambodian public holidays together with 18 days of annual leave per annum, accessible on a pro-rata pre-approved basis. Occasional weekend work may be required with time off in lieu.
<b>Salary</b>	TBC
<b>Start Date</b>	December 2021

<b>Qualifications and experience – Required</b>	<ul style="list-style-type: none"> <li>- Strong IT skills (Programming or Web development)</li> <li>- Understanding of User Experience when using devices and software</li> <li>- Understanding of Android tablet OS and installation of applications.</li> <li>- Experience delivering projects including monitoring evaluation and reporting and proven ability to complete projects according to outlined scope, budget, and timeline</li> <li>- Good English and fluent Khmer, written and spoken</li> <li>- Ability to work closely with teachers in rural schools and give feedback to help users improve IT skills</li> <li>- Learning Management System (e.g. Moodle) experience or ability to learn to use an LMS.</li> <li>- Experience in an education setting or understanding of quality teaching skills (Desirable)</li> </ul>
<b>Personal Characteristics:</b>	<ul style="list-style-type: none"> <li>- High level of initiative and capable of working unsupervised</li> <li>- Strong interpersonal skills and motivational skills</li> <li>- Keen to collaborate with others and develop the skills of others to help achieve results</li> <li>- Respectful with a high level of honesty and integrity</li> <li>- Innovative and creative attitude to change and improvements with a willingness to share ideas and identify opportunities for improvement</li> <li>- Capable of building and maintaining trusted relationships and able to communicate and collaborate with colleagues and partners</li> <li>- A high attention to detail in all aspects including project management and data management.</li> </ul>
<b>Responsibility for Values</b>	<p>Active commitment to the SeeBeyondBorders Development Philosophy and values;</p> <ul style="list-style-type: none"> <li>- Changemaker   Competency   Integrity   Courage   Respect</li> </ul>

## Tasks and Responsibilities

### **Training and Mentoring**

- Develop workshops and tutorials to support the use of the digital devices and resources with teachers and SeeBeyondBorders staff
- Facilitate engaging workshops to train teachers and school staff
- Visit classrooms on a daily basis to observe the use of digital devices and resources in teaching and mentoring
- Give in-classroom support to teachers and mentors in relation to the use of digital technologies and pedagogy
- Evaluate teacher quality and offer feedback to teachers regarding areas of strengths and challenges in relation to educational technology
- Collect data and analyse classroom evaluations to set goals and actions for teachers and plan for future visits
- Troubleshoot issues teachers and mentors are having with technology
- Monitor device use in the classroom and suggest changes to Moodle design based on observations
- Organise schedules for school visits and set priorities for individual teachers and mentors

- Use Moodle learning analytics to plan mentoring visits and suggest changes to Moodle design or the addition of new resources

#### **Device Management and Digital Design**

- Do audits on hardware and check for proper use of software provided
- Monitor device usage and oversee safe usage of devices
- Maintain a database of digital resources, and evaluate the effectiveness of their deployment
- Support the design of digital learning resources and ensuring they are accessible to users (teachers) and have good information architecture
- Collect data on technology issues and troubleshoot technology issues as they arise
- Conduct surveys, interviews, usability tests and school visits to understand the needs of the user
- Upload resources and manage the filing of the resources online
- Set up devices ready for deployment to teachers and mentors

#### **Applications**

Applications addressing the specific requirements in this Job Description should be submitted by email to [hr.cambodia@seebeyondborders.org](mailto:hr.cambodia@seebeyondborders.org)

#### **More information and enquiries**

Enquiries about this role, or about the SeeBeyondBorders organisation should be directed initially to [hr.cambodia@seebeyondborders.org](mailto:hr.cambodia@seebeyondborders.org)

Further information about SeeBeyondBorders is available at

Web : [www.seebeyondborders.org](http://www.seebeyondborders.org)

Facebook : [www.facebook.com/SeeBeyondBorders](http://www.facebook.com/SeeBeyondBorders)

Blog : [seebeyondborders.wordpress.com](http://seebeyondborders.wordpress.com)

Twitter : [www.twitter.com/seebeyondborder](http://www.twitter.com/seebeyondborder)

The successful candidate will be offered the role subject to a Working with Children Check and acceptable references. You will also be asked to sign our Vulnerable Persons (including children) Protection Policy and our Code of Conduct.

*SeeBeyondBorders is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, colour, sex, age, national origin, religion, sexual orientation, gender identity and/or expression, status as a veteran, and basis of disability or any other federal, state or local country protected class.*