Update

Ministry

Education

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Digital Content Coordinator

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Manager, Resource Management in Resource Strategy & Management Branch, the Digital Content Coordinator supports the integration and operationalization of learning and teaching resources from all subject areas and support resources for Grades K-12 within Education's curriculum application. This work involves applying theoretical knowledge in the areas of content management, technology

enhanced learning, the utilization of learning and teaching resources, the resource review processes, maintaining up-to-date resource records within a meta-data management system, licensing and copyright, and the curriculum development cycle.

The Digital Content Coordinator ensures that all identified learning and teaching resources are appropriately integrated into the application. Once resources are integrated into the system, this position is responsible for the ongoing operational activities (including but not limited to currency, relevancy and accuracy).

The Digital Content Coordinator provides advice to internal and external education stakeholders in the integration of resources into the curriculum application. This position is the identified conduit to all inquiries in regards to the documentation and record keeping supporting the integration of resources supporting K-12 curriculum.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. Assess programs and consults with unit and branch staff, departmental consultants and provincial curriculum committees, departmental staff, and consultants as well as with the publishers for the integration of learning and teaching resources into the curriculum application. Position is accountable for the records management of all K-12 curriculum resources including integration into the application.

• Contribute to the development of innovative new features on our digital content delivery platforms.
• Ensures that service delivery and customer satisfaction exceed published service levels and coordinates escalation of issues as required.
• Participating in the development of schedules, priorities, and determination of timelines.
• Analyzing existing services and utilization to inform recommendations for improved approaches to enhance the learning and teaching resource collection.
• Ensuring the Freedom of Information and Protection of Privacy Act is adhered to with respect to dissemination of information.
• Providing support and input to development of policies and standards relating to resource delivery.

2. Participate in team contributions to the strategy that will inform the development, delivery, and implementation of K-12 resources

• Ensure decision makers and key stakeholders have the information they require to make informed decisions regarding resource utilizing data analysis to support informed decision making.
• Contribute to development and delivery processes and planning enabled by expertise in the use of teaching and learning resources utilization in the K-12 classroom.
• Develop analyses and briefing notes to assist decision-making processes as required.
• Develop and manageproject plans using appropriate project management processes.
• Coordinate complex teaching and learning resource analysis projects with internal colleagues, accomplishing this through the design, development and deployment of workflows and processes that connect the work of external and internal resource development stakeholders to ensure effective and efficient follow through of the resource strategy in accordance with branch, sector, and division workflow and processes.

3. Responds to Action Requests

• Understand the nature and intricacies of the action request (enabled by a depth of understanding gained through direct experience of how resources are leveraged in the K-12 classroom to deliver curriculum).
• Research issues.
• Decide upon recommendations informed by a depth of understanding gained through direct experience of how resources are leveraged in the K-12 classroom and based on expertise of how teaching and learning resources impact the delivery of curriculum in the K-12 classroom in a variety of contexts.
• Prepare a department response, including briefing materials and correspondence that reflect experience and expertise of how resources impact the K-12 learning experience in the classroom.

• Connect with leaders in the education community to stayed informed of the issues and to stay appraised of educational requirements and other learning dynamics, furthered by experiential knowledge; and creating communications to be shared with internal and
external stakeholders ensuring up to date information is communicated consistently in order to ensure staff and stakeholders have current information.

4. Oversee and Coordinate the Records required to support Learning and Teaching Resources

• Lead the creation and maintenance of all resource records required for the integration and delivery of learning and teaching resources for the K-12 curriculum.
• Provide recommendations in regards to the sustainment and scalability of the resource library, including but not limited to retention guidelines, meta-data management, and resource collections).
• Engage with colleagues on the strategy to develop an accurate, iterative and high quality resource collection that supports the needs of a diverse audience (e.g., Parents, Students, Teachers and other educational stakeholders).

Problem Solving

Typical problems solved:

This position assists in identifying requirements, defining capabilities required and informing priorities for the delivery of teaching and learning resources.

The Digital Content Coordinator is accountable for achieving results that include the deployment of provincial learning and teaching resources for a diverse audience and management of internal information to support that function.

Employing effective practices resulting in the delivery and implementation of new teaching and learning resources (including digital), to be used by school authorities.

This position is key in the workflows that will inform how resources are delivered, maintained and applied for use across the province.

Challenges faced by this position include research and analysis on creating a collection that is usable by a diverse set of stakeholders while considering scalability and sustainability.

Create and maintain a content management process that results in search functions that can be standardized and utilized by students, parents, teachers and other educational stakeholders as well as internal stakeholders in the education platforms and SharePoint online SPO sites. Be able to synthesize multiple perspectives across the education system, including those of internal and external stakeholders

The Digital Resource Coordinator will provide insights into user utilization of digital tools and will report these insights regularly to leadership.

Types of guidance available for problem solving:

Guidance available for Digital Resource Coordinator will be provided through manager, connections with Digital Content Management and Delivery team, and content management policy, directives and procedures provided by Technology and Innovation.

Direct or indirect impacts of decisions:

The impact of the work supported by this position will be the ability to explore, search and utilize teaching and learning resources (for every K-12 classroom). Additionally the analysis and reporting of utilization will inform the sustainment and effective use of resources to support the K-12 curriculum.

Key Relationships

Major stakeholders and purpose of interactions:

Will support and respond to inquires by:
• Alberta students and their parents/guardians
• Alberta teachers

- School administrators
- community members
- national and international publishers
- vendors of multimedia resources
- departmental staff

Deputy Minister, Assistant Deputy Minister, Executive Director, Director: As required to provide recommendations.

Manager, Resource Management : As a direct report to the Manager, this position works closely with the Manager to brief, update on priority timelines and milestones and ask for support and advice as required.

Employees and Interchanges: Collaborate, guide, and provide oversight in the creation, management and integration of records and resources to support the K-12 curriculum.

Division and Ministry Staff: Share information and maintain effective working relationships in order to understand and incorporate multiple perspectives into priority work, contribute to various departmental priorities as appropriate, provide recommendations and advice, and exchange information.

Service Providers: Increase awareness of new resource guidelines, implementation processes,manage document processes for new resources in alignment with the new curriculum.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other		

If other, specify:

Job-specific experience, technical competencies, certification and/or training:

A minimum of a post-secondary diploma in a related area (Information Management and Technology, Data or Records Management) with a minimum of 3 years experience in digital content management and/or the creation and coordination of data base or web site and meta data management. Experience with Learning Management Systems, Amazon Web Services or Microsoft SharePoint

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Creative Problem Solving	○ ● ○ ○ ○	Focuses on continuous improvement and increasing breadth of insight: • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices	With the creation of a records management system that includes the adoption and integration of teaching and learning resources into Alberta's curriculum application the position will need to work on the workflows that will enable the successful integration and sustainment of thousands of resources.
Systems Thinking	○ ● ○ ○ ○	Considers inter-relationships and	This position will need to research, recommend and

		emerging trends to attain goals: • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences	implement a system to support the delivery of teaching and learning resources to support a system that can be supported, maintained and still evolve to meet the evolving demands on resources to support curriculum across the province (and beyond for those who are delivery Alberta's curriculum).
Drive for Results	○ ◉ ○ ○ ○	Works to exceed goals and partner with others to achieve objectives: • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations	This Coordinator will be accountable for the integration of teaching and learning resources that may be linked to any grade(s) and/or subject(s) in a way that can be utilized by a diverse audience (students, parents, teachers and other educational stakeholders).
Build Collaborative Environments	○ ◉ ○ ○ ○	Facilitates open communication and leverages team skill: • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others	This Coordinator is required to build and work in collaboration with both internal and external stakeholders in the areas of content management and digital resource delivery