Center for IT Education Services (CITES)
Open University of Sri Lanka

Terms of Reference

Center Manager

The Manager will be responsible for the day-to-day administration of the CITES.

KEY TASKS

He/She will function under the supervision of the Director of CITES and will also be responsible to the Vice-Chancellor

The scope of work:

- Manage day-to-day affairs of the CITES under the direction of the Director, CITES
- Coordinate the recruitment and appointments of the CITES-Course Coordinators (CITES-CCs) (on Contract), External Online Tutors (EOTs) and Lead/personal Tutors
- Organise monthly progress review meetings of CITES-CCs and relevant academic staff in the department
- Organise payments of CITES-CCs, Course Tutors and administrative staff attached to the CITES
- Coordinate payments for setting examination papers, conducting exams, and other activities coordinated by the CITES
- Coordinate holding of the selection test and releasing marks
- Coordinate the purchase of all equipment, stationary and other consumable required for the functioning of the CITES
- Maintain all records related to the operation of CITES, for. e.g. financial records, minutes of meetings, correspondences, circulars, progress reports, performance reports and all other documents related to the center
- Establish a computer-based record management system that is accessible by the Center

Director or other parties such as the VC at any time
- Coordinate all workshops conducted through the Center, for example, Training of Trainer sessions for Course Tutors, CITES Course Coordinators etc.
- Coordinate all other activities and services provided through CITES
- Ensure that CITES hot lines are functioning efficiently
- Implement a record keeping system for maintaining records of student queries and complaints and actions taken to address such queries and complaints
- Undertake any other tasks at the CITES assigned by the Director of CITES or the Vice-Chancellor of the OUSL

REQUIRED QUALIFICATIONS & EXPERIENCE
- A Bachelor's degree in Engineering, Science, Management or any related field
- At least 1 year experience in a Managerial position

The following will be considered added qualifications
- Experience in Open and Distance Learnng Methodology
- Experience in academic administration

REQUIRED PROFESSIONAL COMPETENCIES
- Ability to carry out the key tasks effectively and efficiently
- Ability to interact with senior academic and administrative staff in the university
- Ability to function effectively in a team environment inspiring trust and cooperation of other team members
- Ability to work efficiently, and to meet deadlines
- Strong communication, negotiating skills and good interpersonal relations
- Ability to speak, read and write fluent English, and production of project reports in English.
- Excellent general ICT skills required for managerial work

LMS Administrator

He/She will function under the supervision of the Manager of CITES and will also be responsible to the Director of CITES, Director OTS of the AHEAD, Vice-Chancellor & Project Director AHEAD.

KEY TASKS

- Liaise with the Cloud Administrator on LMS applications.
- Liaise with the SAR, Examination Division on conducting online examinations.
- Liaise with the Director and the Information Systems Manager of the Information Technology Division
- Liaise with the Programme staff in the Regional and Study Centres of OUSL
- Create courses in the LMS and provide access to teachers and tutors.
- Upload students to registered courses and to provide login details, and help students resolve any access issues
- Ensure that LMS is up and running 24*7
- Deliver technical services and training sessions related to LMS applications, as required by staff members of CITES
- Scheduling and conducting online examinations.

REQUIRED QUALIFICATIONS & EXPERIENCE

- Applicants should possess a Higher Diploma with Computer Science or Computer Technology as a subject, or an equivalent or higher qualification.
- A minimum of 1 year's experience in managing a Learner Management System, preferably MOODLE

Added qualifications:
- Managing cloud-based infrastructure

REQUIRED PROFESSIONAL COMPETENCIES

- Ability to carry out the key tasks effectively and efficiently
- Ability to interact with senior academic and administrative staff in the university
- Ability to interact with students cordially
- Ability to function effectively in a team environment inspiring trust and cooperation of other team members
- Ability to work efficiently, and to meet deadlines
- Strong communication, negotiating skills and good interpersonal relations

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Network Assistant

He/She will function under the supervision of the Manager of CITES and will also be responsible to the Director of CITES and the Vice-Chancellor

KEY TASKS
- Deliver technical services as required by the Assistant Network Managers of the University or CITES
- Be able to travel to any Regional or a Study Centre for implementation of Wi-fi or network related equipment
- Travel to Regional or a Study Centres in case repairing is needed for equipment or to identify faults in the network or to solve issues in accessing the LMS

REQUIRED QUALIFICATIONS & EXPERIENCE
- A Higher Diploma (SLQF Level / NVQ Level)

REQUIRED PROFESSIONAL COMPETENCIES
- Ability to carry out the key tasks effectively and efficiently
- Ability to interact with senior academic and administrative staff in the university
- Ability to function effectively in a team environment inspiring trust and cooperation of other team member
- Ability to work efficiently, and to meet deadlines
- Strong communication skills and good interpersonal relations

Project Assistant

He/She will function under the supervision of the Manager of CITES and will also be responsible to the Director of CITES and the Vice-Chancellor

KEY TASKS
- Support the Director and the Manager of CITES to carry out day-to-day activities of the Center
- Support CITES-ACs for EGAP during StART@OUSL
- Coordinate holding EfIL workshops in Regional and selected study centers
- Prepare documents, vouchers and all other necessary documents as advised by the Manager
- Any other task assigned by the Director or the Manager of the Center

REQUIRED QUALIFICATIONS & EXPERIENCE
- A Bachelor's degree in IT, Engineering, Science, Management or any related field

The following will be considered added qualifications
- Experience in ODL

REQUIRED PROFESSIONAL COMPETENCIES
- Ability to carry out the key tasks effectively and efficiently
- Ability to interact with senior academic and administrative staff in the university
- Ability to interact with students cordially
- Ability to function effectively in a team environment inspiring trust and cooperation of other team members
- Ability to work efficiently, and to meet deadlines
- Strong communication, negotiating skills, and good interpersonal relations
- Ability to speak, read and write fluent English, and production of project reports in English.
- Excellent general ICT skills