eLearning Technical Support Assistant

The University of Guelph is committed to equity in its policies, practices, and programs, supports diversity in its teaching, learning and work environments, and ensures that applications for members of underrepresented groups are seriously considered under its employment equity policy. All qualified individuals who would contribute to the further diversification of our University community are encouraged to apply.

Forbes Ranks U of G Among Canada's Top Employers [1]

Office, Clerical and Technical
Position covered by the Collective Agreement with USW Local 4120

eLearning Technical Support Assistant

Open Learning and Educational Support

Hiring #: 2016-0217

Please read the Application Instructions [2] before applying

Reporting to the Manager, Online Technologies, the eLearning Technical Support Assistant (eLTSA) is a member of the Teaching and Learning Technologies Team in Open Learning and Educational Support and is responsible for providing quality technical support to students, faculty and teaching assistants who make use of teaching and learning technologies. More specifically, the eLearning Technical Support Assistant is responsible for: promptly responding to inquiries via phone, e-mail, computer conferencing, and in person on technical issues related to systems such as the learning management system, ePortfolios, social/participatory web tools, digital educational repositories, mobile learning applications and emergent tools; assisting with the facilitation of instructor orientation sessions; assisting in the development of project briefs for new application development; creating and maintaining online Help, FAQ and orientation files; setting up new Distance Education (DE) course offerings on the learning platform; providing access to courses each semester; assigning course function privileges and security authorizations based on established definitions; assisting in setting up and maintaining course questionnaires, surveys, and gradebooks; liaising with instructors on the technology available to deliver online quizzes and quiz databank content; creating and configuring online quizzes; creating new discussion conferences and assign student workgroups; investigating, troubleshooting and resolving problems that occur within the online environment; developing new and updating existing web pages for new courses; ensuring content is consistent between print and online versions; converting and posting assignments and solutions on course webpages; creating course templates; editing HTML coding for semester specific information; integrating multimedia components. The position is also responsible for assisting in the scheduling, facilitating and communication of system upgrades and server maintenance.

Requirements of the position include: One year community college in a related program and one year related experience or an equivalent combination of education and experience. Candidates should demonstrate: technical administrative experience with the Desire2Learn learning management system, technical knowledge of ePortfolio tools, mobile elearning platforms and applications, social/participatory media applications; knowledge of i>clicker registration system, grades transfer, knowledge of various system integrations; understanding of the set-up and use of PEAR; advanced knowledge of computer hardware and software applications, including web browsers; HTML and web authoring packages (Dreamweaver); Image and Multimedia authoring packages (Flash, Fireworks); experience in database and web application development languages (javascript, ASP.NET, ColdFusion), FTP and Windows and MAC environments. Additional requirements include: effective interpersonal/client service skills; demonstrated written, oral and
presentation skills; organizational, problem solving and project coordination skills; attention to detail and the ability to work well under pressure and as part of a team. Experience working in an entrepreneurial environment is an asset.

Position Number  081-038  
Classification       USW, Local 4120 Salary Band 4*  
Salary Range        $22.12 Minimum (Level 1)  
                      $24.72 Normal Hiring Limit (Level 3)  
                      $29.92 Job Rate (Level 7)  

*Tentative evaluation; subject to committee review.

Posting Date: 2016 06 08  
Closing Date: 2016 06 15

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Links  
[2] https://www.uoguelph.ca/hr/careers-guelph/how-apply