eLearning Technical Support Assistant

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

Open Learning and Educational Support

Temporary full-time from January 2, 2019 to December 31, 2019
Temporary absence of the regular incumbent

Hiring #: 2018-0577

Please read the Application Instructions [1] 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 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: Two 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 learning management systems like D2L Brightspace, technical knowledge of ePortfolio tools, mobile e-learning platforms and applications, social/participatory media applications; knowledge of various system integrations; advanced knowledge of computer hardware and software applications, including web browsers; HTML and web authoring packages (Dreamweaver); Image and Multimedia authoring packages; experience in database and web application development languages (Javascript, ASP.NET [2]), 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.

Covering Position Number 081-023
Classification USW, Local 4120 Salary Band 5
Normal Hiring Range $24.79 - $27.69 per hour

At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2018 11 14
Closing Date: 2018 11 21

Source URL: https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/elearning-technical-support-assistant

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