Instructional Support Coordinator

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

Instructional Support Coordinator
School of Computer Science, College of Engineering and Physical Sciences

Temporary full-time from September 3, 2019 to August 31, 2020

Hiring #: 2019-0475

Please read the Application Instructions [1] before applying

Reporting to the Administrative Officer, the incumbent will support undergraduate course instructors in the School of Computer Science (SoCS) by providing front line IT support while managing Teaching Assistants (TAs) and the student experience.

Key duties include: distributing and managing the TA workload; handling formal and informal grade revisions and consulting with instructors; ensuring the delivery of course grades with the TA’s; evaluating the performance of the TA’s in collaboration with the instructors; serving on the Undergraduate Program Implementation Committee; assisting with the determination of TA support for each course; developing material for SoCS specific and course specific TA orientation and training; providing SoCS specific and course specific orientation and training for all new TAs; providing day-to-day support and supervision for TAs; coordinating SoCS labs and working with IT staff to conduct screening on software assignments (e.g., MOSS) to ensure compliance; assisting with instructional design; making recommendations on strategies to improve the student learning experience and ensure engagement.

Requirements for the position include:

- Undergraduate Degree in Computer Science or equivalent (Master’s Degree Preferred) plus some related experience as a Teaching Assistant or other University level teaching experience.
- Supervisory experience, and experience in recruitment and training of employees would be an asset
- Strong planning and organizational skills
- Excellent communication skills (verbal and written)
- Strong interpersonal skills to deal effectively with a diverse student population
- Ability to work effectively as a team member in a busy and varied environment
- Ability to meet deadlines in an environment with changing priorities and large volumes
- Ability to work independently with minimal supervision
- Ability to deal with conflict and respond appropriately to stressful situations
- Professionalism, tact and diplomacy
- Familiarity with University environment and policies
- Knowledge of academic standards and best practices in the field of CS.
- Knowledge of various programming languages (C/C++, Java, Python, etc.)
- Experience with multiple operating systems including OS/X, Linux, and Windows and Macs
- Strong proficiency in Microsoft Office, Office 365, MS Word, Excel, Adobe Acrobat, etc.

Classification               USW, Local 4120 Salary Band 5
Normal Hiring Range  $25.16 - $28.11 per hour

At the University of Guelph, fostering a culture of inclusion [2] 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: 2019 08 28
Closing Date: 2019 09 05

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