Open Learning and Educational Support

Hiring #: 2019-0690

Please read the Application Instructions [1] before applying

Open Learning and Educational Support is an integral part of the University of Guelph’s learner-centered and research-intensive mission. As leaders in education, we create innovative and relevant educational opportunities that meet the learning needs of a local and international audience. We are guided by learner-centered principles that are reflected in our diverse programs and rich learning experiences for traditional and lifelong learners. We intentionally integrate pedagogy with technology in the design, development and delivery of our educational programs. Through research and collaboration, we engage in scholarship to advance the teaching and learning mandate of the University.

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.

The eLearning Technical Support Assistant will have completed two years of community college in a related program and one year of related experience or an equivalent combination of education and experience. The successful candidate will 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.
Position Number         081-023  
Classification               USW, Local 4120 Salary Band 5  
Salary Range          $25.16 Minimum (Level 1)  
                        $28.11 Normal Hiring Limit (Level 3)  
                        $34.05 Job Rate (Level 7)  

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: 2019 12 11  
Closing Date: 2019 12 18  

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  