ITD&HD Job Description for Academic Year 2019-20

One 50% appointment, split across two positions:
School of Information Sciences Technology Support Graduate Assistant (25% GA)
School of Information Sciences Instructional Support Teaching Assistant (25% TA)

Students appointed as School of Information Sciences (iSchool) Help Desk/Instructional Technology & Design Office (ITD) graduate assistants will provide technical support for the iSchool community.
Night, break, and some weekend hours are required for these positions.

The Help Desk provides technical support to the entire iSchool community, including our on campus and online students, faculty, and staff. We consider our Help Desk to be a reference desk that specializes in technology questions, so graduate assistants should be comfortable with conducting reference interviews and interacting with a wide spectrum of people. Graduate assistants will answer users' technical support questions in person at the Help Desk, by phone, and by email via a ticketing system. GAs also set up technology for classes and events and manage equipment loans. The Help Desk is staffed from 8AM to 6PM, Mondays through Thursdays, and 8AM to 5PM Fridays, with additional evening, break, and weekend work required.

The ITD Office works closely with other technical and academic offices within the iSchool to support both online and on-campus instruction. Under the supervision of the Instructional Technology and Design staff, Teaching Assistants will provide training and support for faculty, staff, and students on a wide variety of technologies for instructional and collaborative use and will facilitate live online class sessions, which run Monday-Friday and sometimes Saturdays as late as 9pm.

People in this position will need to work effectively and independently on additional projects.

Key Responsibilities:

Help Desk
· Provide frontline support by email, phone, and in person for technical questions from the iSchool community.
· Manage collection of loanable technology equipment.
· Assist in the setup of audiovisual equipment within the iSchool.
· Provide frontline assistance, troubleshooting, and installation for computer users in the iSchool, including but not limited to desktop computers, peripherals, software, operating systems, and network connectivity; coordinate with other iSchool staff for advanced assistance as required.
· Coordinate with iSchool IT support and other technical staff members to develop effective current solutions and triage procedures.
· Perform other IT support services as required.

ITD
· Oversee online classroom instruction using Blackboard Collaborate Ultra for multiple online live sessions.
· With instructors, coordinate course content for online, synchronous delivery (online live sessions).
· Prepare and assist weekly guest speakers and student presenters using Blackboard Collaborate tools and tutorials.
· Provide technical assistance during online live session via phone, RT ticketing system, and chat.
· Provide consultations for iSchool community events and set up Blackboard Collaborate for iSchool events and hybrid courses.
· Develop and facilitate instructional materials for faculty, students, and staff via recorded workshops, wiki and tutorial documentation, and one-on-one sessions online and in person.
· Work diligently and independently on projects as assigned, both in the ITD office and at the Help Desk.

- Provide other instructional support, including preparation of materials for the web, Moodle support, and multimedia editing.

Required Qualifications:

Applicants must have formally applied and been accepted to the School of Information Sciences MSLIS program, and additionally possess:
- Ability to work successfully with a team.
- Ability to communicate effectively via email and phone, and using online tools.
- Ability to work independently and manage multiple projects in a timely manner.
- Well-developed customer service skills.
- Availability for early morning, evening, and weekend hours.
- Experience with Mac and Windows operating systems.
- Ability to maintain confidential, sensitive, and private data.

Preferred Qualifications:

- Applicants who are willing to make a two-year commitment to the position.
- Teaching and/or training experience.

Experience in one or more of the following:
- Media production and editing.
- Social media and mobile applications.
- Support of networked computers.
- Audio/visual equipment.
- Web development (HTML 5, CSS, Javascript).
- Course/learning management systems (Moodle).
- Web-conferencing software (Blackboard Collaborate).

Applicants should send an e-mail expressing interest with cover letter and resume with references as attachments to jdmorgan@illinois.edu,
Subject: ITD/HD Assistantship Application (*Your Name*)