

Northern Michigan University – Center for Teaching & Learning

Student Support Staff Job Description [level 1]

Position Title: Center for Teaching & Learning Student Support Staff

Unit: Instructional Design and Technology

Basic Function: Under supervision of the Instructional Technologist, assist instructors in utilizing the learning management system and other instructional technology for the development and delivery of instructional resources and activities.

Characteristic Duties and Responsibilities:

Essential Duties:

- Load test banks and assessments into the learning management system.
- Assist instructors with basic/intermediate tasks in the learning management system.
- Assist instructors with the conversion/development of instructional materials for classroom and online delivery using a variety of software applications.
- Communicate with instructors in a professional manner in the lab, on the telephone, and via email.
- Route instructor calls/emails to others when appropriate.
- Document all projects using the Work Order Management System
- Other duties as assigned

Supervision Received: Position reports to CTL Supervisors

Supervision Exercised: None

Minimum Qualifications:

- Must be enrolled as a full-time NMU student
- Excellent verbal and written communication skills
- Microsoft Office Proficiency
- Familiarity with a learning management system such as EduCat (Moodle)
- Aptitude for learning software applications
- Good file management skills
- Minimum GPA - 3.0

Contact:

Tom Gillespie Center for Teaching and Learning (Harden Hall 106)

email: tgillesp@nmu.edu phone: 227-2413

Applicant must submit **a.** resume, **b.** cover letter, **c.** on-campus employment application including references

Additional Desired Qualifications:

Experience with any of the following: HTML, XML, CSS, Adobe Photoshop, digital video editing, Graphic design

Work Schedule: Exact schedule to be arranged, but will fall between the hours of 9am - 7:00pm Monday -Thursday, and 9am - 3pm on Fridays and Saturdays. We will work around class schedules. The number of hours will depend on department need and student availability, but will not exceed 20 hours a week.

Compensation: \$9.80 per hour

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