Job Description:

The Morgridge College of Education is hiring multiple students to fill the Classroom Assistant (CA) position. CAs are responsible for providing technical assistance for faculty in a hyflex and online classroom environment. CAs will attend class either in person or online as assigned.

The CA will be trained to use Zoom and Canvas to the extent that they can support students and faculty with in-class issues. The CA will provide support such as:

- · Helping students connect to the Zoom class
- · Monitor the chat box in Zoom
- · Manage breakout rooms
- · Troubleshoot basic tech questions and escalate problems to IT Classroom Support

Knowledge, Skills, and Abilities:

- · Good organizational skills, punctuality, and dependability.
- · Strong verbal and interpersonal communication skills. Must be able to communicate with diplomacy, tact, and judgment, both in-person and online.
- · Provide excellent customer service
- · Ability to gather, organize, and analyze information for the purpose of identifying needs and possible solutions during the troubleshooting process.
- · Ability to prioritize work and to be able to perform tasks without being distracted.
- · Ability to adapt to changes quickly, perform well under pressure, and be able to change behavior in relation to other's actions.
- · Be familiar with technical resource phone numbers and effectively escalate issues as needed.
- · Be familiar with Apple OS and Windows OS
- · Be familair with basic desktop web cameras and microphones
- · Preferred experience troubleshooting and providing technical support

Pay and Term of Service

This position pays $17.00 per hour and is anticipated to be 10 hours per week for the 2020 fall quarter only. Students will be required to attend two hours of training which they will be paid for participating.

Contact:

To submit your application please email your Resume to Joshua.Davies@du.edu and Lindsay.Brunhofer@du.edu Please Identify the position you are applying for in your email's subject heading.