Overview
The Academic Technology Graduate Assistant works directly for and with the Academic Resources and Operations Specialist by providing technical and administrative support for the Center for Teaching Excellence and its Interactive Multimedia Lab (IML), which consists of the Innovation Lab and five computer classrooms on campus.

While working with the Academic Resources and Operations Specialist, the Academic Technology Graduate Assistant is responsible for the IML operations, including security, software installation and updates, as well as troubleshooting and issue resolution. The Academic Technology Graduate Assistant also oversees the undergraduate student consultants in the CTE and assists in the operations of the CTE. He or she will ensure all undergraduate consultants follow office procedures, complete assigned work, and offer exceptional service to faculty and staff. He or she should be very organized, reliable, possess exceptional communication skills as well as a working knowledge of Mac and PC operating systems.

Essential functions
- Support the Academic Resources and Operations Specialist administratively and technically
- Manage and oversee the undergraduate student consultants on daily tasks and projects
- Provide local computing and communications support to all users in the computer classrooms
- Implement and maintain University software and respective workstations
- Support of the University’s lecture capture software

Requirements:
- A willingness to acquire new skills
- Knowledge of Windows and Mac OSX
- Highly organized, good attention to detail, dependable
- Exceptional customer service and communication skills
- Experience with IT and student management preferred
- Must be able to work some evening hours during the academic year
- Vacations in late August and early January are not possible given the constraints of the work

The position starts as soon as possible. The GA works 35 hours a week over the summer and 20 hours per week during the academic year. The GA receives a yearly stipend of $22,000 over 12 months and tuition remission to cover 6 credits over the academic year. Vacations in late August and early January are not possible given the constraints of the work.

To apply, please send all resumes and cover letters to the Academic Resources and Operations Specialist: Shirley.Cho@bc.edu