Academic Technology Graduate Assistant Job Description
Center for Teaching Excellence, Boston College

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, an Active Learning classroom and two 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. The GA will ensure all undergraduate consultants follow office procedures, complete assigned work, and offer exceptional service to faculty and staff. The GA 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
- Provide administrative and operational support for the Center and its programs
- Implement and maintain University software and respective workstations
- Support of the University’s lecture capture software, Canvas and other technologies
- Collaborate regularly with the Associate Director, Director of Teaching and Learning Technologies, and Academic Technologist in addition to attending office-wide staff meetings

Requirements:
- A willingness to acquire new skills
- Knowledge of Windows and Mac OSX
- Highly organized, good attention to detail, dependable and excellent time-management skills
- Ability to work collaboratively on a team as well as independently
- 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

The position starts on or after August 27, 2018. The GA 20 hours per week during the academic year and works 35 hours a week over the summer. The GA receives a yearly stipend of $22,000 over 12 months and up to $12,000 tuition remission to cover 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 Shirley Cho: shirley.cho@bc.edu.