



# Graduate Assistant Online Course Support Specialist POOL

~ 2 positions ~

**Department:** Center for Academic Innovation  
**Salary:** \$15,990 – \$19,008 for a 9 month appointment.  
**Recruitment #:** S1623

This recruitment will be used to create a pool of candidates for this Graduate Assistant position at Western Oregon University. In order to maintain an active status within the Graduate Assistant pool, applicants will need to reapply each academic year (July 1 – June 30).

#### **MINIMUM QUALIFICATIONS:**

- Bachelor's degree from an accredited institution
- Strong written and verbal communication skills
- Ability to work independently with little supervision; be conscientious and reliable, with an aptitude for creative problem solving; and obtain an attitude of mutual respect and collegiality
- Capable of using (and supporting the use of) technological tools.

#### **Preferred Qualifications:**

- 1) Able to work independently and as part of a team.
- 2) Capable of coordinating efforts and collaborate with team members.
- 3) Conscientious, patient, and reliable.
- 4) Experience in using Learning Management system(s).
- 5) Experience in customer service.
- 6) Ability to set priorities and manage multiple activities.
- 7) Able to produce detailed work with high degree of accuracy.

**\*\* Acceptance into a WOU full-time, approved graduate student program is a condition of employment. The following documents are required prior to hire: Unofficial copy of currently enrolled WOU courses and Copy of the completed GTA Acceptance Form. Re-appointment must be determined upon continuous enrollment in the graduate program, performance evaluation, as well as student academic standing.**

#### **DUTIES AND RESPONSIBILITIES:**

Under the direction of the Academic Technologist, the Online Course Support Specialist manages and supports the technical and logistical aspects of online and hybrid course delivery.

- Provides technical and logistical support for assigned Online or Hybrid courses; records, tracks and resolves technical course support issues through phone calls, chat requests, email and personal contact for WOU faculty and students.
- Assists assigned faculty with course maintenance including content management, changes in syllabus, schedule, assignment/assessment, and other content adjustments.
- Assists assigned faculty through the timely, efficient, and accurate course rollover/setup and archive process prior to each academic term.
- Sends informational email updates throughout the quarter, monitors student progress, and contacts students that have not accessed the course, or are late on assignments.
- Other duties assigned by the Academic Technologist based on needs.

**HOURS:**

Typically the Graduate Assistant is expected to work the following hours:

- Monday thru Friday, with a minimum of 13 hours per week (.33 FTE) and maximum 19.6 hours per week (.49 FTE). Shifts may be adjusted in response to periodic need, but will stay within 13-19.6 hours/week range.

**APPLICATION PROCESS**

*You may submit all materials online at [www.wou.edu/classified](http://www.wou.edu/classified)*

**TO APPLY SUBMIT THE FOLLOWING:**

The following is required and must be submitted to the Human Resources Office:

- 1) WOU Professional Staff application form ([www.wou.edu/prostaffapp](http://www.wou.edu/prostaffapp))
- 2) Cover letter
- 3) Current resume
- 4) Unofficial transcript for Bachelor's degree

***As an alternative, you may submit application materials to:***

Submit documents to: **S1623 GA – Online Course Support Specialist**, Human Resources, Western Oregon University, 345 N. Monmouth Avenue, Monmouth, OR 97361; or you may e-mail as an attached document to [employment@wou.edu](mailto:employment@wou.edu) or fax: 503-838-8144.

**Western Oregon University is an EEO/AA/Veteran/Disability employer  
committed to increasing the diversity of its workforce.**

