

Grand Valley State University
eLearning and Instructional Technology Graduate Assistant

Title

eLearning Blackboard Support Specialist

Terms

This graduate assistant (GA) position will be for the 2024-25 academic year (August 26, 2024 – April 26, 2025).

The GA will be required to work 20 hours per week during the semester.

The GA position includes a \$6,000-a-semester stipend paid out bi-weekly and a tuition waiver of 9 graduate credits per semester. The GA is required to be enrolled in at least 9 graduate credits per semester. A two-year commitment is highly preferred.

Responsibilities

The duties of the position will be:

- Assist faculty and staff with their online learning needs, including but not limited to Blackboard, Zoom, Respondus, and Panopto. (50%)
- Respond to tickets in the GVSU service portal and assist faculty and staff with Blackboard login issues, course merge requests, creating temporary accounts, and resolving content issues. (50%)

The position will work closely with an Instructional Technology Project Specialist and two Blackboard System Analysts. The ideal candidate will have a variety of experience with computer programs and technology to give them a well-rounded base to quickly learn the above programs. The candidate will be trained in how to use the programs they will be supporting.

Qualifications

- Fully admitted into a graduate degree program at GVSU
- In good academic standing
- Strong oral and written communication skills
- Excellent phone skills
- Strong listening skills
- Ability to remain calm with a stressed caller
- Effective organizational skills
- Works efficiently with little supervision
- Self-motivated and shows initiative
- Develops timelines and meets deadlines
- Strong technology background (i.e. web, research, MS Office, Google application, video streaming, etc.)

Work Station/Desk

The graduate assistant will spend some of their time in the Graduate Assistant office located at 4450 Kindschi Hall in Allendale but can work remotely occasionally after onboarding and training have been completed.

Orientation

GAs will be oriented to the role following a 3-week training schedule, which occurs before the assistantship begins.

Week 1 – work with current GAs to learn the day-to-day aspects of the role. (10-hour week)

Week 2 – Continue working with current GAs; also meet with each eLearning Technologies team member to become acquainted with the team. (10-hour week)

Week 3 – begin working as a GA along with current GAs to build skillsets needed for the role; attend training exit interview to assess results of training – with GA supervisor and director of eLearning Technologies. (10-hour week)

GAs will be required to attend the New GA Orientation, Friday, August 23, 2024, 3:00-4:00 pm in Loosemore Auditorium on the Downtown Pew Campus.

Supervision

Barbara Stevens will supervise the graduate assistant. The supervisor and the two Blackboard System Analysts will be available to answer questions for the graduate assistant as they arise, as well as provide more in-depth training when needed. The performance of the graduate assistant is evaluated at the end of each semester.

Selection Process

Candidates are invited to apply for this position by submitting a cover letter and resume. In your cover letter please include information about your undergraduate degree and your plans for your graduate degree. Send these to Barbara Stevens at stevebar@gvsu.edu

This position is open to students who are accepted into a 2-year master's program at Grand Valley State University. An eLearning Technologies staff committee will screen applications, interview candidates, and hire the appropriate candidate for the position.

Contact Information

Barbara Stevens

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