

Job Description

Job Title:	Instructional Support Coordinator
Department:	David R. Cheriton School of Computer Science
Reports To:	Undergraduate Studies Manager
Jobs Reporting:	None
Salary Grade:	USG 8-10
Effective Date:	October 2017

Primary Purpose

To provide assistance to the course instructor(s) by managing the administrative aspects of running a course and provide continuity and consistency from term to term. The administrative aspects that an Instructional Support Coordinator (ISC) manages include providing advice to instructors regarding course specific practice and university/faculty policies and procedures, managing temporary employees, coordinating course operation activities, and maintaining course information repositories and archives. Except for the entry level, ISCs take an important role in teaching CS courses.

Key Accountabilities

Manage team of Instructional Support Assistants (ISAs), Instructional Apprentices (IAs) and Teaching Assistants (TAs)

- Schedule duties for ISAs, IAs and TAs
- Provide day-to-day support and supervision for ISAs, IAs and TAs
- Provide course specific and service training
- Evaluate performance of ISAs, IAs and TAs
- Supervise and evaluate co-op work term reports
- Provide feedback on initial employee budgets
- Allocate employees for proctoring exams

Provide support services to course instructors

- Handle and report academic discipline problems such as cheating cases
- Arrange and conduct weekly course meetings
- Posting and printing course-related materials, including managing deadlines
- Maintain course account and web pages
- Organize exam proctoring and marking
- Manage computing resource and associated permission requests
- Provide periodic updates about student progress (grades, feedback)
- Provide feedback and continuity from previous offerings of the course
- Distribute/post course resources (texts, handouts etc.)
- Provide knowledge and interpretation of university/faculty policies and procedures

Provide academic service to students

- Consult with students regarding course administration
- Report/handle requests for exception (e.g. illness, death in family)
- Report/resolve midterm and final exam conflicts; arrange exam seats
- Manage exams and scheduling for students writing exams with AccessAbility Services
- Report hardware and software problems associated with course content and course administration

Manage grading activities associated with one or more courses

- Distribute solution sets and marking schemes for assignments and exams
- Organize and/or supervise the printing and marking of assignments which may include leading marking meetings and arranging rooms
- Generate, maintain, and archive mark lists
- Compute final grades according to instructors' guidelines
- Assist in grading of exams and assignments
- Manage the grade appeal/revision process
- Submit final grades to Quest
- Post solution sets and grades as required
- Provide setup and support for assignment submission/marking systems

Provide course instruction services

- Prepare instructional material according to guidelines set out by the course instructor/outline maintainer
- Assist with creation of marking schemes and solution sets for assignments and exams as determined by the instructor
- Facilitate development of assignments, quizzes, exam questions
- Assist with preparation of course outlines
- Provide feedback on changes to course materials
- Archive grades and course-related materials according to retention policies
- Ensure resources are available for tutorial and review sessions
- Be a course instructor for an on-campus or DE course

Required Qualifications

Education

- Bachelor or Master's Degree in Computer Science or related discipline

Experience

- University level teaching ability or experience, combined with knowledge of various hardware systems and software applications used in support of teaching.
- Supervisory experience.
- Experience in recruitment and training of employees would be a definite asset.

Knowledge/Skills/Abilities

- Proven interpersonal skills to deal effectively with a wide range of individuals, occasionally in contentious situations.
- Demonstrated ability to work independently with minimal direction and as a team member in a busy and varied environment with deadlines, changing priorities and large volumes.
- Intermediate experience with Microsoft Office suite
- Knowledge of current computer hardware and software applications used in an undergraduate computer science or engineering environment. Some examples include:
 - Operating Systems: Mac, Windows, Linux;
 - Programming Languages: Racket, Python, C/C++;
 - Applications Software: MS Office, FileMaker Pro, Adobe Acrobat Pro, applications for assignment submission and testing (e.g. Marmoset, MarkUs)

Nature and Scope

- **Contacts:** Internally to discuss information and problems: faculty, staff, faculty advisors, academic integrity officer, Associate Deans of Undergraduate Studies, Centre for Extended Learning, Math Undergraduate Office, Co-operative Education, AccessAbility Services, MFCF/CSCF and IST, Graphic Services, Registrar's Office, CS and Math Graduate Studies Offices, co-op students and graduate students and graduate students. Externally: prospective undergraduate students and various book publishers.
- **Level of Responsibility:** The job has specialized work with minimal supervision and provides guidance to others. The job includes responsibility for oversight of temporary employees including co-op students, graduate instructional apprentices, and teaching assistants.
- **Decision-Making Authority:** Determine needs for supporting course delivery and approaches to take to coordinate administrative aspects of running a course. Make hiring decisions about Instructional Support Assistants (mainly co-op students). Make duty assignment decisions. Coordinate response to non-routine situations, such as students' complaints, conflicts among team members. Determine whether an identified case contains sufficient information and should be reported to the Faculty authority for an academic dishonesty penalty.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment. Regular exposure to computer hardware.
- **Working Environment:** Travel is occasionally required for professional development. Regular working hours, some evening/weekend work required. No significant physical risks. Minimal exposure to disagreeable conditions typical of a supervisory position. Minimal exposure to disagreeable conditions typical of a client service position and one where it is necessary to convey negative information to students for a disciplinary action or course grade.