

Job Description

Job Title:	Instructional Support Specialist
Department:	David R. Cheriton School of Computer Science
Reports To:	Undergraduate Studies Manager
Jobs Reporting:	N/A
Salary Grade:	USG 11
Effective Date:	September 1, 2017

Primary Purpose

The Instructional Support Specialist is a key resource for undergraduate students in all Computer Science (CS) degree programs. The incumbent provides course instruction, instructional support and administrative support to a large range of CS courses. As a senior member of the Instructional Support Group (ISG), the incumbent works with the Undergraduate Studies Manager to provide leadership to the group. The Instructional Support Group manages support staff, technology and administrative aspects of running a course and provides continuity and consistency from term to term.

Key Accountabilities

Course Instruction

- Teach undergraduate CS courses as a course instructor; typically 3 courses per year
- Develop and maintain course content to align with curriculum approved by the CS Undergraduate Academic Plans Committee (UAPC)
- Participate in School of Computer Science committees as assigned, such as UAPC
- Deliver course content using appropriate and creative teaching techniques, student assignment tools and technology to enhance learning and support student success
- Provide consulting hours and online communication to enhance students' learning experience for course-related materials
- Design and create assignment and exam specifications, solutions and marking schemes
- Assess student performance (e.g. assignments and exams) and determine final grades
- Apply and enforce academic regulations

Coordination

- Provide instructional support for primarily CS courses
- Provide advice to course instructors regarding course specific practice and university/faculty policies and procedures
- Handle and report academic discipline issues such as cheating cases
- Arrange and conduct weekly course team meetings
- Manage computing resources and associated permission requests
- Maintain course accounts and web pages
- Organize exams, proctoring and marking
- Manage the grade appeal/revision process
- Provide leadership in ISG administration and training activities such as improving processes and/or materials, participating in new initiatives
- Identify and document ISG course support procedures

<p>Team Management</p> <ul style="list-style-type: none"> • Select/hire Instructional Apprentices (IAs) • Assign duties to Instructional Support Assistants (ISAs), IAs and Teaching Assistants (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 • Participate in IA/TA budgeting
<p>Academic Service to Students</p> <ul style="list-style-type: none"> • Consult with students regarding course administration • Handle/report requests for exceptions (e.g. illness, death in family) • Resolve/report midterm and final exam conflicts; arrange exam seats • Manage exams and scheduling for students writing exams with AccessAbility Services
<p>Technical Support</p> <ul style="list-style-type: none"> • Provide support for course assignment submission/marking software application systems such as setup and instructions for instructors, TAs and students • Liaising with Computer Science Computing Facilities (CSCF) for hardware and software problems associated with course content and course administration • Identify new technology and software applications to improve CS teaching practice and instructional support process, and coordinate/participate in piloting new systems • Collaborate with CSCF and coordinate resources and projects for teaching related software application development, testing and maintenance

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

<p>Education</p> <ul style="list-style-type: none"> • Master's degree in Computer Science, Software Engineering or related discipline; or an equivalent of 5+ years' direct experience teaching Computer Science courses at a University level may be considered.
<p>Experience</p> <ul style="list-style-type: none"> • University level teaching experience, combined with knowledge of various hardware systems and software applications used in support of teaching. Supervisory experience.
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Demonstrated ability to teach a variety of Computer Science courses • 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 • Knowledge of current computer hardware and software applications used in an undergraduate computer science or engineering environment. Some examples include: <ul style="list-style-type: none"> ○ 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, this position communicates with the following to present, discuss information and problems:
 - Faculty Members
 - Administrative Assistant to the Director
 - Director and Associate Director for Undergraduate Studies
 - Undergraduate Studies Manager,
 - Undergraduate Studies Administrative Coordinator Job Description
 - Undergraduate Operations Coordinator
 - Undergraduate Advisor
 - Faculty Advisors (Math and other faculties)
 - Academic Integrity Officer (Math)
 - Associate Deans of Undergraduate Studies
 - Centre for Extended Learning • Math Undergraduate Office
 - Co-operative Education
 - AccessAbility Services
 - MFCF/CSCF and IST personnel
 - Graphics Services
 - Registrar's Office
 - CS and Math Graduate Studies Offices
 - Instructional Support Assistants (mainly co-op students)
 - Senior Instructional Support Assistants
 - Graduate Teaching Assistants (TAs) and Instructional Apprentices (IAs)Externally, this position communicate with the following to present, discuss information and problems:
 - Prospective undergraduate students
 - Various book publishers
- **Level of Responsibility:** This position has specialized work with minimal supervision and provides guidance to others. The job includes supervisory responsibility for contract employees including SISAs, IAs and TAs.
- **Decision-Making Authority:** Within the context of assigned lecture courses, make decisions with respect to course content, evaluation mechanisms and assignment of grades. Determine needs for supporting course delivery. Determine approaches to take to coordinate administrative aspects of running a course. Make hiring decisions about Instructional Apprentices (mainly grad 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 a teaching or administrative position within an office environment. Regular exposure to computer hardware.
- **Working Environment:** Travel 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.