

## Job Description

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| <b>Job Title:</b>      | Support Services & Technical Assistant |
| <b>Department:</b>     | Communication Arts                     |
| <b>Reports To:</b>     | Administrative Manager                 |
| <b>Jobs Reporting:</b> | None                                   |
| <b>Salary Grade:</b>   | USG 5, 17.5 hours per week             |
| <b>Effective Date:</b> | August 2019                            |

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### **Primary Purpose**

The Speech Communication Support Services and Technical Assistant provides a range of administrative and technical support functions, with particular focus on the department's commitment to providing Speech Communication courses to students in the Faculty of Mathematics.

### **Key Accountabilities**

**Provides administrative support to faculty, sessional instructors and others involved in the delivery of specific Speech Communication courses to students from the Faculty of Mathematics, with duties including, but not limited to, the following:**

- Serves as the primary administrative contact for faculty, sessional instructors, students and others for the Speech Communication/Math initiative; provides accurate, consistent and current information;
- Liaises with staff and faculty in other units involved in the Arts/Math initiative, as required, and with other departments and units (for example, the Writing Centre);
- Attends and takes minutes at all Speech Communication meetings connected to the Math initiative;
- Assists with Speech Communication enrollment, when necessary, for one or more of the following groups of students: SPCOM students, non-SPCOM students in Arts, and students from other Faculties.

**Provides technical and web support to faculty, sessional instructors and students to ensure effective course delivery, with duties including but not limited to:**

- Supports course design demands for related courses in the context of D2L; manages assignments and uploads materials, including presentation videos for instructors' use;
- Responds to student questions and concerns related to file access; opens and maintains discussion boards where helpful;
- Supports the Speech Communication web presence related to offering courses to students in the Faculty of Mathematics;
- Supports faculty in the on-line component of new course development for the Speech Communication/Math initiative as required; may conduct research or help to build new D2L sites;
- Supports faculty and sessional instructors with technical support and access to cameras, when the Speech Communication co-op student is not available.

**Provides research support, as directed by Speech Communication faculty members, for the Arts/Math initiative which includes:**

- Compiles and analyzes quantitative data for enrollment, student success, and student experience
- Compile and compare data in longitudinal studies
- Creates research reports

**Other Duties**

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- Performs other duties as required.

*\*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**

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| <p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Some postsecondary education preferred; equivalent combination of education and experience will be considered.</li> </ul>  |
| <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Some administrative experience in an academic environment.</li> </ul>   |
| <p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"> <li>• Well-developed technical, organizational, analytical, interpersonal, and customer service skills proven in a comparable context.</li> <li>• Prior experience with Desire2Learn or comparable course management software a definite asset, along with well-developed web management skills.</li> <li>• Advanced knowledge and skills in the use of digital cameras and recording equipment.</li> <li>• Intermediate proficiency with MS Word and Excel, basic proficiency with PowerPoint.</li> <li>• Experience using D2L, Outlook, web content management software, and Sharepoint.</li> </ul> |

### **Nature and Scope**

- **Contacts:** This position requires communication with internal contacts to obtain, clarify and discuss information. Contact groups and individuals include students, faculty and staff involved in the Arts/Math initiative and in other programs in Speech Communication; a wide range of connections with academic and administrative units and personnel internal and external to the University of Waterloo.
- **Level of Responsibility:** The position has specialized work with minimal supervision and provides guidance to others.
- **Decision-Making Authority:** Complex and non-routine issues require consultation with one of the following: the Administrative Assistant, the faculty director of the Math Initiative in Speech Communication, or the Chair. The position requires a proactive problem-solver who can assess and correct technical issues quickly to maintain service to students and faculty.
- **Physical and Sensory Demands:** Typical of an administrative/technical position in an office environment; peak times can include numerous student requests, multiple priorities and frequent interruptions.
- **Working Environment:** No travel; regular working hours. Risks, physical and psychological: Minimal physical or psychological risk resulting from a diverse environment with deadlines, multiple priorities and frequent interruptions.