UNIVERSITY OF WATERLOO

Job Title:	Instructional Support Tutor
Department:	Cheriton School of Computer Science
Reports To:	Undergraduate Operations Coordinator
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	June 2022

Primary Purpose

Support Computer Science (CS) undergraduate course delivery activities: teaching/tutoring students in labs, tutorials and one-on-one; marking exams and assignments; mentoring co-op Instructional Support Assistants (ISAs) and Teaching Assistants (TAs); assisting with technical issues related to CS labs and course delivery.

Key Accountabilities

Teaching Students
- Teach tutorials and labs.
- May teach lectures occasionally depending on qualification and experience.
- Develop and enhance tutorials.
- Provide feedback to instructors to refine/improve assignments and other course materials.
- Create model solutions, marking schemes, and auto-marking scripts for assignments, projects, and exams.
- Grade student assignment and project submissions.
- Proctor and marking exams.

Academic Consultation
- Provide primary student contact for course-related material.
- Tutor students one-on-one or in a group through consulting office hours and on-line communication.
- Schedule and organize help sessions for students.

Mentoring and Coordination
- Mentor ISAs and TAs, including orientation and on-going training and guidance.
- Participate in ISA and TA performance evaluation.
- Coordinate TAs' assignment marking activities.
- Assist with organizing exam proctoring and marking.

Technical Support
- Liaise with Computer Science Computing Facility (CSCF) staff to deal with technical issues related to CS labs and course delivery.
- Provide consultation and assistance for ISAs and TAs' technical issues, such as that related to the software applications and scripts used for assignment submission, marking, and programming code testing.

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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

Education
- Bachelor's degree in Computer Science, Software Engineering, or a closely related discipline. Master preferred.

Experience
- Extensive experience in tutoring students and providing instructional support assistance for various CS courses.
- Ability to be flexible on course allocation and tutor multiple courses in parallel.
- Staff mentoring, training, and coordination experience.
- Experience with programming languages, such as: Scheme/Racket, Python, C/C++, MIPS, Bash scripting.
- Familiarity with various hardware systems and software applications used in support of teaching.

Knowledge/Skills/Abilities
- Excellent communication and time management skills.
- Attention to detail and a proactive work attitude.
- Proven interpersonal skills to deal effectively with a wide range of individuals.
- 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.

Nature and Scope
- **Contacts:** Faculty members, Instructional Support Coordinators, Instructional Support Assistants (co-op students), Teaching Assistants (graduate students), Undergraduate Operations Coordinator, Undergraduate Studies Support Manager, Undergraduate Studies Administrative Coordinator, Undergraduate Advisors, MFCF/CSCF and IST personnel.
- **Level of Responsibility:** This job has specialized work with minimal supervision and provides guidance to others. Maintain confidentiality of all students work and files.
- **Decision-Making Authority:** Make independent decisions in assessing students' work based on the established rules, policies, and procedures. Within the context of assigned tutorials, make decisions with respect to tutorial materials, which may involve consultation with course instructors.
- **Physical and Sensory Demands**: Minimal demands typical of an administrative/teaching position within an office environment. Regular exposure to computer hardware.
- **Working Environment:** No travel required. Regular working hours, some evening/weekend work required. High level of attention to detail. Ability to meet various deadlines. Minimal exposure to disagreeable conditions, such as students' complaints, conflicts among team members.