

TECHNICAL ASSISTANT, DISTRIBUTED LEARNING

Department: Office of Distributed Learning

Reports To: Technology Coordinator

Position Summary: This position will be responsible for general administrative and information management tasks in the department and provide primary technical support to faculty and students related to online and blended learning programs. Approximately 25 hours a week, Monday – Friday.

Essential Responsibilities:

1. Serve as primary technical support person for the office – answer departmental phone, respond to departmental email and voice mail, greet visitors, answer general information questions and reroute calls and visitors as necessary.
2. Support the facilitation of online student orientations including emailing letters, assisting students with setting up their accounts, maintaining communication with students throughout the process, and tracking orientation completion. Provide basic technical support to students while they complete their orientations.
3. Assist with basic edits and revisions of courses using the learning management system.
4. Assist with basic Helpdesk tickets and other technical support issues.
5. Provide general student support for distance students including administration of student needs assessments, surveys, and departmental communications.
6. Work with other departments on occasional projects.
7. Help with routine tasks of an office manager, ensuring the office runs smoothly and efficiently. This can include, but is not limited to, filing, ordering office supplies, faxing, distributing mail, delivering documents, office scheduling, etc.

Essential Qualifications:

- Bachelor's degree.
- 1-3 years previous technical support office experience.
- Excellent organization ability with attention to details, communication skills (both written and oral) and time management skills.
- Exceptional computer skills, including Microsoft Office and the Internet including Web 2.0 applications.
- Ability to maintain confidentiality.
- A clear understanding and personal commitment to North Park's mission of Christian higher education.

Effective Date: January 2012

NOTE: Nothing in this job description restricts the supervisor's right to assign or reassign duties and responsibilities to this job at any time.