

**Position:** Brightspace Student Online Support Technician (on-site/remote)

**Department:** Institutional Resilience (IREPO)

**Pay Rate: Contract** - $14.15/hour

**Location:** Remote (Teams-based) with possibility of occasional site-based work in Fairfield

**Schedule:** up to 20 hours week

Interested candidates should email Araminta Matthews at amatthews@mainecc.edu for a link to the position application

**Department Description:** The Institutional Resilience Department includes the Director of Educational Effectiveness, Instructional Design, and Brightspace Technical Support Services for Students. This department focuses on effective teaching and learning best practices and offers support to faculty and staff in the use of our instructional technology. We specifically work with *using* the technology effectively and are not to be confused with IT Services, which ensure the technology is functional and accessible.

**Job Description:** The Brightspace Student Online Support Technician works for BoLTS (Brightspace online Learner Technical Support), which is a virtual service center designed to help students specifically with Brightspace concerns. Technicians staff a virtual help desk using Microsoft Teams, monitoring a virtual video-call-service, virtual-dial-in-service, and an email service where students may send in questions related to using Brightspace and the Brightspace Pulse App. Support includes helping students navigate course sites, upload course submissions, enter content into submission content boxes, use the text editor to make dynamic text in a content box, set-up for taking a Respondus Quiz, find content and assessments in Brightspace, submit Brightspace course feedback forms using CoursEval, and generally support students with their Brightspace questions. Students may need to triage questions from faculty/staff that arrive in the BoLTS inbox to the IT Help Desk, BoLTS Tier II support staff, or Instructional Design. Occasionally, BoLTS technicians may be asked to contribute to projects, including but not limited to updating the Brightspace 101 site or adding FAQ content to our Brightspace support website. Other duties as assigned.

Schedule may be set by student availability so long as it coincides with the availability of someone on the BoLTS team (The Director of Educational Effectiveness, Instructional Designer, or BoLTS Tier II Support). Hours may vary and schedule is negotiable.

Students seeking virtual hours must have a reliable Internet Service and a private workspace at home, and they must comply with all FERPA regulations. We may be able to lend a device to use during working hours. Scheduled shifts are monitored virtually and activities during shifts are tracked for reporting purposes.

**Responsibilities:**

* Answer incoming support calls or emails (primarily Teams and Outlook).
* Identify emails that need to be triaged to upper-level support, respond to these indicating they are being triaged/transferred, and transfer such support requests as are outside of the domain of student-centered BoLTS direct support.
* Assist students and employees with basic Brightspace issues.
* Monitor Teams task distribution.
* Contribute to Brightspace Teams Knowledge Base as new information is received.
* Maintain a secure workstation that is FERPA compliant.
* Ability to troubleshoot basic technical issues around Brightspace and MS Office Suite
* Assist with web or document-based ADA compliance-based supports, such as captioning departmental videos or adding alt text to images.

**Qualifications:**

* Excellent customer service skills.
* Good verbal and written communication skills.
* Ability to learn and adapt in a quickly changing environment.
* Ability to monitor incoming messages from multiple platforms (Teams, email, phone)
* Experience using MS Office Suite and Teams a plus.
* Experience using Brightspace Pulse App.
* Experience using Brightspace content areas, assignment tools, rich text editor, discussion board, Respondus quizzes, surveys, calendar, checklist, notifications, profile/account settings, and help resources a plus.