PROGRAM / TECHNICAL SUPPORT ASSISTANT – PART TIME, MISCELLANEOUS WAGE

Osher Lifelong Learning Institute at the University of Delaware (OLLI)
Division of Professional and Continuing Studies
Campus Location: Fred Thomas Building at 520 DuPont Avenue, Lewes, Delaware; and
1201 College Park Drive, Dover, Delaware

POSITION DESCRIPTION:
Osher Lifelong Learning Institute at the University of Delaware (OLLI) is a membership organization which provides cultural and intellectual development for area residents, age 50 and older. The organization is managed by a volunteer Council elected from the membership and is supported by a Program Manager and Administrative Assistant, both employees of the University’s Division of Professional and Continuing Studies. Instructors are volunteers. The person in this position provides program and technical support to volunteer instructors and staff administrators.

REQUIREMENTS:
Hands on experience setting up, operating, maintaining and troubleshooting audiovisual and computer equipment and computer network in a classroom and office environment. Proficiency in Microsoft Office, Google Apps, iPad operating systems and computer networking. Ability to give friendly, clear instructions to people who have limited technical knowhow. Flexibility to prioritize and handle simultaneous requests, peak workloads and emergencies. Ability to manage time efficiently. Reliable attendance essential.

SPECIAL REQUIREMENTS: Ability to lift and carry 50 pounds, as well as ability to judge colors, sound, and tone volume correctly.

DUTIES:
Set-up and configure audiovisual and computer equipment for classrooms.
Physically arrange classrooms.
Educate and assist instructors and/or teaching assistants in configuring, connecting, and operating audiovisual and computer equipment and software.
Keep the computer network operational.
Troubleshoot problems with equipment.
Perform routine maintenance and bring repair or replacement needs to the attention of the Program Manager. Perform administrative duties as assigned.

POSITION DETAILS: This is a part-time, approximately 15 hours per week, non-benefitted position, Mondays through Thursdays, during two 10-week Semesters (Fall and Spring), and a 4-week program in June and some additional time between semesters. The primary location would be at the Fred Thomas Building, 520 DuPont Avenue, Lewes, Delaware with occasional time spent at the 1201 College Park Drive, Dover, Delaware facility.

TO APPLY: Please send resume, one page cover, and three references with names, telephone numbers and addresses to: amoshier@udel.edu

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