



WEST VIRGINIA STATE
UNIVERSITY



Faculty Support Specialist Center for Online Learning

West Virginia State University

Founded in 1891, West Virginia State University (WVSU) is a public-land grant institution, which was originally founded as a historically black university, but which has evolved into a fully accessible, racially integrated and multi-generational institution serving approximately 3,514 students. The University is a community of students, staff, and faculty committed to academic growth, service and preservation of the racial and cultural diversity of the institution. WVSU offers 23 undergraduate and six graduate degrees through its four colleges. WVSU competes in athletics at the NCAA Division II level in five men's sports and five women's sports. WVSU is located in Institute, WV, a suburb of Charleston, the largest city and the capital of West Virginia. With more than 300,000 people living in the metropolitan area, it is an active, exciting and engaging community, boasting cultural and historical events, music, festivals and entertainment.

Position Description

The Center for Online Learning at West Virginia State University announces a position as Faculty Support Specialist starting in the Fall 2020 semester. The Center for Online Learning manages the University's Learning Management System, assists faculty with designing online courses, and provides a help desk for both students and faculty. This is a non-classified, non-essential, FLSA exempt, full-time, benefits eligible position.

Responsibilities for the Faculty Support Specialist

The Full Time Faculty Support Specialist must possess the following skills and attributes: strong interpersonal and communication skills; strong technical and professional skills; and organization and management skills.

The Faculty Support Specialist performs the following essential functions:

1. Answer emails and phone calls from faculty as related to technical questions.
2. Duplicate master courses.
3. Complete technical inspections of live courses.
4. Assists all walk-in requests and questions.
5. Assist with maintenance of departmental files and records, such as responding to help desk tickets.
6. Monitors changes made to University course schedule as it applies to the current semester.
7. Provide assistance to the Director of the Center for Online Learning as needed.

8. Answer all questions from faculty and students as related to proctoring.
9. Handle all proctoring requests from faculty.
10. Schedule student proctoring appointments.
11. Monitor students during proctoring appointments and report any cases of cheating to faculty.
12. Train new student workers on proctoring procedures.
13. Other duties as assigned.

Requirements for the Faculty Support Specialist

Bachelor's degree required; master's degree preferred. Additional qualifying years of experience may be substituted for the required education on a year for year basis

Salary Statement

Salary will be commensurate with education and experience.

To Apply

To be considered for this position, please submit a cover letter, resume, and academic transcripts by October 5, 2020. Also include three professional references (to include name, address, phone number and email address). All requested information must be submitted for the application to be considered.

Please submit application materials via email, mail or in person to: hr@wvstateu.edu or mail to:

West Virginia State University
Department of Human Resources
P. O. Box 1000, 105 Cole Complex
Institute, WV 25112

Contact

For further information regarding application procedures, you may contact Human Resources at (304) 766-3156 and/or hr@wvstateu.edu.

West Virginia State University conducts criminal background checks on all job candidates upon acceptance of a contingent offer. Any offer of employment is contingent upon the satisfactory completion of a background check.

West Virginia State University is an Equal Opportunity/Affirmative Action institution. No person shall be denied admission to educational programs, activities or employment on the basis of any legally protected status, or be subjected to prohibited discrimination involving, but not limited to, such factors as race, color, creed, religion, national or ethnic origin, marital status, citizenship, sex, sexual orientation, gender identity or expression, age, disability, or protected veteran status. Upon request, reasonable accommodations will be made to provide this content into an alternate accessible format by contacting Justin Cherry at 304.766.3156 or Justin.Cherry@wvstateu.edu.