Instructional Specialist for Computer Teaching Labs

Duke Kunshan University

Job Description

Position Overview:

Duke Kunshan University (DKU) is seeking applications for an open position as the Instructional Specialist for Computer Teaching Labs. This is a staff position with significant opportunities for establishing new Computer and Teaching Labs and developing innovative methodologies for computer and media education. DKU is launching its interdisciplinary undergraduate program in fall of 2018. The instructional specialist will initially play an important role in building the hardware/software/cloud infrastructure, establishing lab protocols, and launching instructional tools in preparation for the arrival of incoming undergraduate students in fall 2018. The instructional specialist will also be responsible for the day-to-day operations of Computer Teaching Labs: maintaining and upgrading hardware/software/cloud, developing user manuals, managing teaching labs user accounts, allocating computing resources, etc. The instructional specialist is expected to closely collaborate with the IT department and relevant faculty members to fully support education activities at DKU. The position offers great potential for career development and advancement within the university. The position will also support, maintain, and manage an undergraduate Media Lab including computers, cameras, recording devices and other equipment, and assist instructor with software and hardware issues relating to running of Media Lab. Depending on qualifications, a higher-level position may be considered for exceptional cases.

Reports to:

Reports to and works under the general supervision of a faculty member designated by the Vice Chancellor for Academic Affairs

Essential Duties:

- Identify and order computing hardware and software required for education activities.
- Establish lab protocols and develop user manuals.
- Manage computer teaching labs user accounts for faculty, staff and students.
- Allocate computing resources and help students access these resources.
- Develop instructional tools such as automatic grading tool for computer lab assignments.
- Maintain and upgrade computing hardware/software/cloud.
- Manage lab to support all relevant education activities such as computing components in DKU's

integrated science curriculum.

- Observe students to use computing resources, diagnose potential issues and propose corresponding solutions.

- Perform other tasks assigned by the supervisor.

- University employees' job responsibilities will continue to expand in scope and depth as the University grows in size and complexity in its programs.

Required Qualifications:

- A Bachelor degree in Computer Science, Computer Engineering or related field is required, and a Master degree is preferred.

- 3+ years of working experiences in IT management, preferably in an academic setting.

- Knowledge of relevant hardware, software, cloud, programming languages and instructional methods.

- Good organizational skills and knowledge of applicable rules, regulations and procedures.

- Hard working, fast learning, team building, efficient problem-solving and attention to details.

- Willing to work in a multidisciplinary environment.

- Excellent oral and written communication skills in English, and fluency in Chinese is preferred.