

## Virtual Digital Assistant (Spring 2021)

The Virtual Digital Assistant (VDA) is a member of the eLearning and Instructional Design team. The VDA's primary role is in assisting faculty teaching large enrollment classes with Blackboard, Zoom, Collaborate, and other academic technologies in a remote environment.

This critical support role will include assisting faculty and students during live Zoom class meetings and breakout sessions, building and deployment of Blackboard tests with Respondus Quiz Maker and Gradescope, supporting the use of academic integrity and proctoring software, and troubleshooting users technical problems.

**Enrollment in an academic program related to pedagogy, technology, or Instructional Design is a plus. We encourage applicants with a previous teaching, tutoring, and/or IT support experience and access to a Windows-based computer.**

### Responsibilities and Duties

- Work with faculty individually and collaboratively to assist them with the use of Blackboard and web conferencing tools like Zoom and Blackboard Collaborate, in addition to other academic technologies as needed such as Respondus Quizmaker, Gradescope, Respondus LockDown Browser/Monitor and Honorlock
- Assist an instructor and students during pre-scheduled web conferencing live class meetings and student activities
- Build and deploy Blackboard tests with Respondus Quiz Maker and Gradescope
- Collaborate and work closely with the eLearning and Zoom Support teams
- Be an active participant in team meetings and collaborative projects
- Other related technical academic support duties as assigned

### We Want to Hire You if You Are

- Matriculated in the UMB Post Bachelor's or Master/PhD Degree program
- Proactive communicator with both excellent oral and written communication skills
- Familiar with Learning Management System platforms like Blackboard in an instructor/course builder role
- Comfortable working with and assisting a range of students, TAs, and faculty members with technology-related problems
- Natural life-long learner and self-starter who is able to quickly learn and troubleshoot new software and technology
- Dedicated to collaboration, willing to be flexible as needed

**The position is funded for the Spring 2021 semester only.**

### To Apply

1. Submit your resume to [eLearning@umb.edu](mailto:eLearning@umb.edu) with a subject line "Virtual Digital Assistant Application"

2. Include a separate document with:
  - a. Description of your previous teaching, tutoring, and/or IT service experience
  - b. Answer to the question: What's the last new skill you learned? Why did you choose that skill, and how did you learn it?
3. A recommendation letter from your advisor and/or faculty member highlighting your qualifications for this position would be preferred if you can obtain it easily.

The [Educators' Solidarity Fund](#) is accepting new applications from faculty and graduate students for Spring 2021. [Faculty can apply](#) to have a graduate student Academic Success Mentor assist in a remote undergraduate classes. [Students can apply](#) to serve as an Academic Success Mentor. Examples of mentor tasks include:

- Helping set up and facilitate breakout room discussions
- Inputting weekly quizzes or exams on Blackboard
- Answering emails
- Holding office hours
- Helping with Blackboard navigation and other logistical questions related to the course
- Facilitating in-class participation and discussions
- Sharing notes with students who had to miss class
- Working with individual students on study skills

Our pilot group of faculty and students from Fall 2020 had an excellent experience. Here are two reflections from faculty participating last fall:

- The ASM [Academic Success Mentor] reached out to students as needed. He held meetings with them, and along with the TA for the course, initiated study groups at the end of the Semester. (Nada Ali, Department of Women, Gender, and Sexuality Studies)
- It really makes a difference for the students in my class. I think this initiative is a wonderful experience for faculty and graduate students who are seeking interdisciplinary opportunities in teaching courses. (Serra Acar, Department of Curriculum and Instruction)

Demand from graduate students in the Fall far outstripped our funding, so please also [contribute to the fund](#) and urge your colleagues to do so as well! Every contribution goes directly to graduate student salaries.

Best,  
Maria Ivanova and Eve Sorum  
Co-chairs of the Educators' Solidarity Fund  
[www.umb.edu/esf](http://www.umb.edu/esf) / [esf@umb.edu](mailto:esf@umb.edu)