ME-EM on Coursera Student Jobs

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The Office of Digital Education in the College of Engineering and Applied Science seeks diligent and hardworking graduate students to help support online electrical and engineering management courses on the Coursera platform for the Master of Engineering Management (ME-EM) and the Master of Electrical and Computer Engineering (MS-ECE) degrees. The successful applicants will be working on online master's degree programs at the intersection of engineering, technology, and business.

All positions require professionalism, strong communication skills, attention to detail, and the ability to work independently in a structured digital environment.

The required and preferred qualifications below apply to all roles. Please refer to the position descriptions that follow for role-specific responsibilities.

Required Skills

- Subject matter expertise in assigned courses
- Strong time management and organization skills and the ability to work independently
- Strong English written and verbal skills, especially over email
- An enthusiasm for learning new systems, both technical and non-technical
- Ability to solve problems independently and creatively
- Sensitivity to and appreciation of cultural, political and geographical differences with ability to work well with faculty, staff and students from around the world

Preferred Skills

- Familiarity with the Coursera platform
- A background in teaching and learning, online education and/or engineering
- Familiarity with software that may include web-based website creation/maintenance, video/image editing and cloud-based documents/spreadsheets
- Basic knowledge of scripting languages (i.e. Python, Perl, PHP, Javascript) and/or markup languages (i.e. XML)
- Successful completion of one or more of the related EMP courses

ME-EM Course Facilitator

10 hours per week | Begins at $27/hour

We seek 8–10 Course Facilitators for the 2026–2027 academic year.

Core Responsibilities

- Host weekly Zoom office hours to support students
- Respond to student inquiries submitted via Salesforce
- Review flagged course items, plagiarism flags, and other course maintenance tasks
- Edit and update course content on Coursera with instructor's consent and approval
- Collaborate with faculty to address academic or technical issues outside facilitator scope
- Escalate student concerns appropriately to supervisors and stakeholders
- Review gradebooks and complete grade overrides at the end of each session

Cohort Commitment

- Mandatory onboarding session in April (prior to Summer 1 session in May)
- Commitment through Spring 2027
- Attendance at bi-weekly team meetings
- Participation in training at the start of Fall and Spring semesters
- Potential for additional hours based on program needs
- Flexible work schedule outside required meetings

Cohort Intern

10 hours per week | Begins at $28/hour

We seek one Cohort Intern to provide leadership and operational coordination for the Course Facilitator team.

Core Responsibilities

- Assist in supervision, development, and evaluation of Course Facilitator Cohort
- Lead onboarding and training for Course Facilitators
- Monitor Salesforce to ensure tickets are managed and resolved
- Send announcements, reminders, and operational updates
- Track task completion and follow up as needed
- Assist Course Facilitators with Coursera platform troubleshooting

- Monitor and review course feedback monthly, and suggest opportunities for improvement