MS-DS Lead Course Facilitator Position (graduate hourly)

Salary $28/hr

The Data Science Program seeks a diligent and qualified graduate student to support the Course Coordinator of the Master of Data Science on Coursera. The Lead Course Facilitator will be a mentor and primary resource for the growing team of data science course facilitators. The successful applicant will be working on a ground-breaking online degree program at the intersection of data science and education.

Hours are flexible and range from 10-20 hr/wk. Position begins April 2021 and continues indefinitely. Optional continuation based on job performance.

Responsibilities for this position will include...
General
- Communicate regularly and confidently with Course Coordinator, faculty members, and other program stakeholders
- Actively monitors office hours of course coordinators each session
- Troubleshoot and is the first line of defense if there is an issue with the Coursera auto-grader
- Meet weekly with the Course Coordinator to discuss reports and/or concerns from the team
- Check in with individual course facilitators weekly to ensure they have the tools they need for success
- First point of contact for all course facilitators when they need assistance with Coursera or Salesforce
- Escalate student services issues directly to the Course Coordinator in a prompt and appropriate manner
- Send out announcements, emails, timecard, and other reminders to course facilitators
- Other duties as assigned

Skills and competencies
Required
- Subject matter expertise around 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
- Ability to work well with faculty, staff, and students from around the world

Preferred
- Familiarity with the Coursera, Salesforce, and ProctorU platforms
- A background in teaching and learning, online education, and/or data science
- 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. markup languages (i.e. XML)
- Successful completion of one or more of R, Python, Perl, PHP, Javascript

To apply, please fill out the questionnaire on the [DS website](), and upload a one-page résumé, and a cover letter detailing relevant experience, and an unofficial academic transcript. Applications will be considered on a rolling basis until the position is filled.