

Academic Year 2021-2022

## Student Zoom Support Agent

**Posting date:** May 31, 2021

**Closing date:** until all positions are filled

The Faculty of Law, Queen's University, requests applications from undergraduate and graduate students interested in part-time, casual work as a Student Zoom Support Agent starting in mid-August 2021 and continuing until April 30, 2022, with the potential for renewal.

Reporting to the Faculty of Law IT Support Analyst, and working with the Faculty's IT and Educational Development teams, the Student Zoom Support Agent will support the applied learning sessions for the Faculty of Law's online courses for the 2021-2022 academic year.

### **Key Responsibilities:**

Provide remote support for applied learning sessions in the Faculty's online programs, including the Graduate Diploma in Immigration and Citizenship Law and the Certificate in Law. Duties will include but are not limited to:

- Open assigned Zoom meetings before scheduled start time.
- Monitor meetings and assist with any technical or application specific issues.
- Monitor chat and emails during assigned support sessions and respond promptly to address technological issues.
- Escalate issues to the Law IT team when needed.

These responsibilities will be conducted remotely through distance communication tools.

### **Qualifications:**

These positions are open to Queen's undergraduate and graduate students in any program. Applicants must demonstrate confidence using new technologies, and familiarity with online video conferencing platforms, e.g. Zoom or other video conferencing web-based technology. The applicant will have excellent interpersonal and communication skills. Must be motivated to work independently with minimal supervision and under occasionally under pressure while troubleshooting problems. Candidates will expect to work variable hours, including evenings and weekend, and have a laptop or desktop computer with access to reliable high-speed internet connection.



**Appointment Details:**

Length of Appointment: 2021-2022 academic year

Hours per Week: Variable, depending on demand

Hourly Rate: \$15.50 (+4% vacation pay)

**Application Procedure:**

Applications should provide a complete and current curriculum vitae, a cover letter speaking to the qualifications noted above, the names and contact details of two referees who may be contacted, and any other relevant materials the candidate wishes to submit for consideration.

Please address applications to:

Miranda Gavidia, Human Resources and Staffing Officer

Email: [lawpositions@queensu.ca](mailto:lawpositions@queensu.ca)

**Employment Equity and Accessibility Statement:**

The University invites applications from all qualified individuals. Queen's is strongly committed to employment equity, diversity and inclusion in the workplace and encourages applications from Black, racialized/visible minority and Indigenous/Aboriginal people, women, persons with disabilities, and 2SLGBTQ+ persons. All qualified candidates are encouraged to apply; however, in accordance with Canadian immigration requirements, Canadian citizens and permanent residents of Canada will be given priority.

The University will provide support in its recruitment processes to applicants with disabilities, including accommodation that takes into account an applicant's accessibility needs. If you require accommodation during the application process, please contact Miranda Gavidia at [hr.law@queensu.ca](mailto:hr.law@queensu.ca)

For additional details and information on the position, please contact:

Miranda Gavidia, Human Resources and Staffing Officer

128 Union Street

Kingston ON K7L 3N6

[lawpositions@queensu.ca](mailto:lawpositions@queensu.ca)