



Learning Support Staff

Professional Certificates

The Data Sciences Institute (DSI) at the University of Toronto is a hub and incubator for data science research, training, and partnerships. The University of Toronto's data science research and training have consistently earned the top spot in Canada, reflecting our dedication to excellence and innovation in the field. Through engaging instruction for not-for-credit, continuing education Certificates, participants are equipped with essential technical skills to pursue a career transition into data science and machine learning roles.

Learning Support Staff, reporting to the Certificates Program Manager, are responsible for supporting the delivery of technical learning content to the DSI's Certificate participants via live synchronous learning sessions facilitated online. The primary responsibility for delivery rests with Technical Facilitators while Learning Support supplements that delivery by addressing participant questions during synchronous learning modules, virtual offices hours, and asynchronous communications channels. Additionally, Learning Support will facilitate synchronous work periods where participants can work through assignments and homework, engage with their peers, and troubleshoot any blockers or challenges with the content. Learning Support also has primary responsibility for evaluating participant work. The DSI's learning content can be found on [GitHub](#).

Learning Support Staff are expected to attend live learning sessions led by Technical Facilitators. These sessions will include:

- Explanation of technical concepts
- Live demonstrations and code-alongs
- Question and answer periods with participants
- Outlining of assignments and evaluations
- Facilitation of case study guest speakers (where applicable)

Work Periods

Work Periods led by Learning Support Staff occur on synchronous virtual calls via a digital meeting platform (i.e. Zoom) and are supplemented with communication platform channels (i.e. Slack). These sessions include but are not limited to:

- Standups at the start of the session to indicate what participants are working on
- Opening question and answer portion for all participants
- Break out rooms for Learning Support to engage with one or more participants working on the same assignment or problem
- Closing check-ins to discuss progress, achievements for the day
- Work periods are held twice a week at varying times to accommodate participant schedules, during which Learning Support Staff are expected to attend and assist learners.

Additional Responsibilities

- Each learning module will have 3 Learning Support Staff appointed with additional administrative responsibilities as follows:
- Responding to the direction of technical facilitators to ensure alignment on learning material and evaluating learning assessments
- Ensuring that live sessions are recorded through a digital meeting platform and that recording links are circulated to participants following the session
- Attending an instructional onboarding session (approximately 1 hour)
- Meeting the DSI Certificate team as needed prior to the launch of the learning module and following its delivery (approximately 2 hours)
- Hosting office hours before and after every synchronous learning session
- Managing participant requests for extensions on assignments by directing them to the Technical Facilitator or, where appropriate, providing answers on the facilitator's behalf.
- Ensuring participants get timely feedback on their work and their demonstrable skills
- During active delivery of a learning module, responding to correspondence from the DSI team by the end of the following working day
- Evaluating all participant work within one week of submission
- Updating the participant gradebook within one week of the completion of a learning module
- Recording attendance at live learning sessions
- Updating the DSI team on participant progress, and/or challenges as they arise

The DSI Certificates consist of 8 learning modules:

- Unix Shell, Git and GitHub (1 week)
- SQL (2 weeks)
- Linear Regression, Classification and Resampling (3 weeks)
 - Statistical Concepts; Regression (1 week)
 - Classification (1 week)
 - Resampling methods (1 week)
- Production (2 weeks)
- Visualization (2 weeks)
- Sampling (2 weeks)
- Algorithms and Data Structures (2 weeks)
- Deep Learning (2 weeks)

Delivery of a learning module

All learning modules follow a consistent schedule. Learning Support Staff are responsible for:

- Tuesday, Wednesday and Thursday
 - Office hours
 - 5:30pm to 6:00pm & 8:30pm to 9:00pm
 - Synchronous learning module and/or case study
 - 6:00pm to 8:30pm
- Friday
 - Work period
 - 1:00pm to 4:00pm
- Saturday
 - Work period
 - 9:00am to 12:00pm
- Online Support
 - 3 hours of scheduled time per week to answer questions from participants via Slack (one hour per appointed Learning Support Staff)
 - Suggested hours are:
 - Mondays 5:00pm to 6:00pm
 - Wednesdays 12:00pm to 1:00pm
 - Fridays 5:00pm to 6:00pm
 - Technical Facilitators and Learning Support can finalize and/or adjust these hours based on feedback from participants

Breakdown of Hours

Each staff member is expected to dedicate 17.5 hours per week to delivering a learning module. A possible breakdown of these responsibilities across 3 Learning Support Staff is:

- 7.5 hours of live learning
- 3 hours of office hours
- 1 hour per week for each Learning Support to assist participants via Slack
 - Either:
 - Learning Support I & II: 6 hours shared, dedicated to both work periods scheduled for 3 hours each
 - Learning Support III: 6 hours dedicated to grading all work

Qualifications/Skills

- Education, training, or relevant work experience in the topics covered by one or more of the learning modules
- Experience teaching or facilitating a technical topic in an education or training setting
- Demonstrated experience working collaboratively in a team
- Exceptional communication skills
- A keen interest in data science and machine learning, and helping others develop their technical skillset

Compensation

All Learning Support Staff are compensated at the rate of \$42.87 per hour. Learning Support Staff submit timesheets monthly, reflecting their hours worked.

Application

To apply, please submit a resume/CV, and cover letter expressing interest to courses.dsi@utoronto.ca. Please be sure to highlight relevant teaching and/or industry experience. Applicants are welcome to apply to be part of the instructional team for more than one module. Applicants should include all modules they wish to be considered for in the body of their email.

Applications should be submitted by February 25, 2024.