

Student Assistant wanted for the Teaching & Learning Services Support Team

Do you love troubleshooting (tech) problems? And are you interested in applications and technologies used in TU Delft education? This might be the ideal job for you! We are looking for TU Delft Bachelor students that would like to work in our Support Team.

As Teaching Support, we cover questions from lecturers about the learning platform Brightspace and [other educational applications used at the TU](#) (e.g. Ans, Vevox, Turnitin) as well as other services our department Teaching & Learning Services offers (e.g. Trainings, (Blended) Learning advice, etc.). Our goal is to support and empower lecturers in providing the best possible education.

Examples of tasks:

- Answer questions and provide support to lecturers via email, phone and TOPdesk
- Problem solving and troubleshooting cases
- Assist lecturers face to face if they walk in
- Helping with extra tasks and other ongoing projects, such as being a part of the Support Website team or the DIY training project team

We are looking for:

- Bachelor students. A minimum of 45 ECTS obtained
- Interest in and affinity with (educational) applications and tools
- Flexible & resilient
- Attention to detail and curious
- Ability to work proactively and independently in problem-solving tasks
- Experience working with Office Suite
- Excellent communication skills in both English and Dutch, both written and verbal
- Availability of 8 to 12 hours a week

Additional qualities:

- Experience with providing support to end users of a system
- Basic (user-) experience with [educational tools](#) from TU Delft
- Experience and interest in writing educational content
- Experience in making or building websites and/or writing content for webpages
- Graphic design skills

The important details:

You will be appointed as Support Assistant at the department Teaching & Learning Services. You will be employed through [FlexDelft](#). FlexDelft works in accordance with the Collective Labour Agreement (CAO) for universities. This means your pay will depend on what the CAO for universities states.

You will always be working together with another Support Assistant and have backup from experienced TU Delft colleagues. After the 3-month probation period, in general, our Student Assistants stay with us for at least a year but often much longer. Our office is situated in the TU Delft TLS office (IO Building). Your shifts will either be full or half days during office hours.

Interested or need more information?

If you have any questions about this position, you can contact LTSO-TLS@tudelft.nl. To apply: Send an e-mail to [Varsha Melwani](#) via LTSO-TLS@tudelft.nl before **8 December 2024**, including a short motivation letter and your Curriculum Vitae as attachments. Interviews will take place in January. ***Please be aware that, due to certain restrictions within the hiring process, your start date may be up to three months after your interview.***