

Class No.:	
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Pay Group:	18

CLASS SPECIFICATION

COMPUTER ASSISTED LANGUAGE LEARNING SPECIALIST

NATURE AND SCOPE OF WORK

This is technical work in computer-assisted language learning. An incumbent in this job is primarily responsible for ensuring the effective use and efficient operation of the EAP CALL (Computer Assisted Language Learning) lab, for researching current trends in CALL and education technology, and for supporting EAP faculty and students' use of CALL software and all related educational technology. Duties include demonstrating the use of lab software and equipment as well as all current educational technology through workshops and tutorials for faculty and students; providing support to EAP faculty and students in their use of the lab and current educational technology; development of materials that support the CALL lab and all other key educational technology; performing administrative duties associated with CALL, including supporting faculty and students' use of the CALL Lab and relevant educational technology; supporting the EAP Department's Social Media platforms by assisting our DDA1 and in collaboration with Marketing and Digital Experience; and maintaining communications between EAP and other University areas such as IT and the CTE. An incumbent receives direction from the EAP Coordinator and the EAP CALL Lab Committee Chair on these ever-evolving needs, is supervised by and receives direction by SAAP's Divisional Supervisor, and finally reports to the Dean of EHHD.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Demonstrates the use of CALL lab software, authoring systems and equipment, and all relevant educational technology, to existing and new EAP faculty through offering regular workshops and one-on-one tutorials
- Demonstrates the use of CALL lab software, equipment, and all relevant educational technology to students through offering regular workshops and one-on-one tutorials; assists students with set up of CapU email, eLearn accounts, general student online account functions, and online learning platforms or any other technology relevant to facilitating students beginning and maintaining their studies in the EAP Department.

- Sets up the CALL lab and necessary materials for lab work while ensuring that the facility is a clean, safe and stimulating environment.
- Assists faculty in integrating educational technology into their EAP classes, including advising on use and objectives of different CALL lab software and other educational technology including Moodle (eLearn) and online learning platforms such as MS Teams, Zoom, etc.
- Assists faculty in evaluating and choosing software and educational technology that are appropriate to their teaching objectives and the language needs of students through maintaining online guides that correlate course learning outcomes with current educational technology and CALL lab software
- Uses educational technology to assist faculty in developing new resources, tests, computer-based exercises and other CALL materials.
- Facilitates and supports implementation of educational technology as requested by faculty. Assists faculty in choosing and implementing the most suitable EAP Placement Test when it relies on educational technology.
- Keeps current in the language-learning field and on technological innovations in CALL through research, ongoing professional development activities, reading, membership in professional organizations and contacts with CALL lab experts at other institutions. Keeps faculty informed of advances in technology-based learning.
- Establishes procedures, in consultation with the EAP faculty, for appropriate use of CALL lab resources. Monitors the use and effectiveness of the lab and recommends improvements and changes to the CALL Lab Committee Chair.
- Oversees all day-to-day scheduling and operation of the EAP CALL lab.
- Maintains hours in the EAP CALL lab during scheduled drop-in times in order to help both EAP students and EAP instructors.
- Works with the Languages Department Coordinator in determining how EAP students can access their drop-in lab times.
- Works in the Languages Department's lab (LRC) at mutually agreeable times to support the sharing of their lab with EAP students.
- Acts as point of contact with the Department of Languages to ensure that appropriate EAP software and sign in sheets are available for EAP students to drop-in at their lab.
- Monitors the condition of CALL lab resources. Performs basic troubleshooting on the lab hardware and software. Works with IT to install new software, to ensure proper operation of all computers and other equipment, and to fix any problems that arise.

- Performs inventory control of equipment, software and other material.
- Administers and supports the use of the authoring system in the CALL lab called Learning Branch.
- Arranges with publishers for agreements to use digital audio from their textbooks in University EAP classes in the CALL lab.
- Maintains communications between the EAP CALL lab and other University areas and committees, including the Department of Languages, CTE, IT, and all other relevant educational technology committees at the University.
- Helps maintain the EAP Department webpages as requested by the EAP Coordinator.
- Supports EAP's DDA1 on social media management, including content development in coordination with faculty and students as well as weekly posting to various platforms.
- Responds to enquiries from faculty and students related to educational technology.
- Maintains contact with CALL software and equipment vendors.
- Keeps files and records associated with the CALL lab.
- Keeps the EAP Faculty CALL Lab Resource Site on eLearn & EAP Faculty Instructional Resources up to date with support material for faculty and students.
- Creates monthly CALL newsletters for EAP faculty to help keep them up to date on all relevant educational technology. Keeps these newsletters for further reference on the EAP Faculty CALL Lab Resource Site on eLearn.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (fire, earthquake, WHMIS).
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of technology, including hardware and software, commonly used in Computer Assisted Language Learning (CALL).
- Thorough knowledge of written and oral English including spelling and punctuation.
- Considerable knowledge of the theory and practice of language learning.

- Considerable knowledge of the EAP Department's academic content.
- Working knowledge of word processing software.
- Working knowledge of copyright and intellectual property provisions.
- Ability to prepare for demonstrations and to demonstrate the use of Computer Assisted Language Learning (CALL) technology.
- Ability to assist additional-language learners with use of educational technology.
- Ability to assist in developing computer-assisted learning materials.
- Ability to troubleshoot and determine sources of CALL lab equipment and software problems, and to make the appropriate service calls as required
- Ability to gather information and research appropriate educational technology.
- Ability to manage social media management for the EAP Department including content development and managing posts, supporting EAP's DDA1.
- Ability to upgrade training and skills as technologies and applications develop.
- Ability to multitask, apply organization skills to meet deadlines, and work with minimal supervision.
- Ability to establish and maintain effective working relationships with a diverse group of other employees, students and the general public.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to maintain accurate records and perform administrative tasks.

REQUIRED TRAINING AND EXPERIENCE

- Completion of two years of post-secondary education in applied or educational technology, or EAP or other Language/Applied Linguistics education.
- Two years of work experience including previous experience working with EAP or other language students in a language lab.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS

None.