

SOCS-IT provides procedures and backup to Course Tech-Support



Separate the hiring process so we can ensure we get tech support individuals that have the skillset rather than a grad student who was promised funding but knows nothing.

Instructor provides requirements and expectations to Course Tech-Support

Instructor



Teaching Assistants



Course-Specific Tech Support



Course Tech-Support monitors course communication channels to identify and respond to tech support issues. Does not do any grading or student evaluation.

Course Content

Definitions and Context
Best Practices
Theoretical Base
Abstract Concepts
Domain Language
Etc

Technical Skills

Programming Languages
Problem Solving Techniques
Etc

IT Tasks

Installing software
No Machine connection
Ssh connection
Password resets
Using gitlab
Etc

Students

