eLEARNING TECHNOLOGY SPECIALIST

COMPETITION: #2474 - 50176932

SECTION:	Learning & Development Unit, Training & Recruiting Section
STATUS:	Temporary full-time
HOURS OF WORK:	Tuesday to Friday, 7:00 a.m. to 4:00 p.m.
SALARY:	Pay Grade 26 - $41.98 to $49.61 per hour
COMPETITION END DATE:	Thursday, May 9, 2024

The eLearning Technology Specialist is responsible for the development and maintenance of eLearning courses, assessments, and other educational technology-based solutions for internal and external audiences. They provide prompt and effective technical support related to eLearning courses, eLearning servers, and other related educational technology, such as virtual classroom support and the maintenance of laptops for technology-enhanced learning. The eLearning Technology Specialist will also be responsible for assisting the Learning & Development Unit with ongoing initiatives as required.

ESSENTIAL DUTIES

- Designs, develops, and maintains eLearning courses and other educational technology-based solutions for internal and external audiences using storyboards
- Plans, builds, edits, and publishes online eLearning courses utilizing a variety of related software such as JavaScript, CSS, HTML 5, PHP, SQL and object-oriented design and analysis; integrates eLearning activities using the learning management system (LMS); tests functionality; ensure standards are met; and develops, documents, and communicate best practices
- Designs, develops, and integrates multimedia assets such as audio, video, illustrations, graphics, animations, and interactive content into eLearning modules to align with learning goals
- Provides prompt and effective technical support; resolves issues related to eLearning modules, eLearning servers, and other related educational technology; effectively communicates technical concepts to non-technical audience
- Coaches, trains, and mentors staff and instructors; facilitates, leads, and participates in workshops; and provides expertise in technical aspects of eLearning
- Maintains currency of new developments in technology related to learning and their potential uses; and identifies opportunities to continuously improve efficiency and effectiveness of the learning and performance solutions using eLearning
- Establishes and maintains effective working relationships with a variety of internal and external contacts; provides advice, information, and assistance as requested; and participates in LMS systems projects in a variety of coordination, development, training, or other support-related roles
- Develops and deploys training feedback mechanisms
- Collaborates with curriculum designers and subject matter experts to identify target audience's training needs
- Reviews training materials and documentation and keeps them up-to-date
- Ability to manage time effectively and prioritize deadlines while working on multiple projects
- Other related duties and responsibilities as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Required:

- Thorough knowledge of computer programming methods, practices, and procedures as applied to the work performed
- Proficient knowledge in custom software solution development and delivery (HTML, CSS, JavaScript) and online media-rich applications (HTML5, XML)
- Considerable knowledge of operating systems
- Thorough knowledge of programming and packaging to SCORM and other eLearning standards

- Thorough knowledge of UX/UI design and accessibility standards (WCGA 2.0 level AA)
- Thorough knowledge in developing custom eLearning using eLearning authoring tools, such as Articulate Storyline 360 (including rise) and Camtasia
- Ability to communicate technical concepts to non-technical audience
- Ability to perform routine server and database administration tasks
- Ability to provide training, guidance, and support to users
- Ability to be flexible with change and be able to meet deadlines
- Ability to establish and maintain effective working relationships with a range of internal and external contacts
- Ability to work both independently and in a team environment

Preferred:

- Graphic design experience is an asset
- Sound knowledge of or desire to develop in adult learning and instructional design is an asset
- Experience utilizing a learning management system is preferred

EXPERIENCE

Required:

- One year of related experience in a an e-learning role

Preferred:

- Three years of related experience in a an e-learning role

EDUCATION

Required:

- Bachelor of science in computer science or in a related filed with a significant programming component
- OR a degree or diploma in computer studies, educational technology, graphic design, computer animation, or game design

Preferred:

- Certificate in E-Learning and E-Learning Specialist Certification is an asset

OTHER REQUIREMENTS

- Candidates will be required to bring and/or demonstrate a work product they have created
- Valid BC Driver's licence
- All employees must maintain their enhanced security clearance while employed with the Vancouver Police Department, which will be renewed every five years or as required

Selection Process: Candidates will be required to take a written test. Candidates must obtain a minimum 80% passing mark to move forward to the interview. Scores are determined on a 60% test and 40% interview.

NOTE: This position falls under the jurisdiction of Teamsters Local 31.

Applicants should submit a resume via email to vpd.civilian.jobs@vpd.ca by 4:30 p.m. on the closing date. The competition number must be indicated in the subject line of the email.