# CITY OF HAMILTON

**PUBLIC WORKS DEPARTMENT**
**(CORPORATE ASSET MANAGEMENT DIVISION – LOCATION – REMOTE)**

**E-LEARNING SPECIALIST (DESIGN, DEVELOP & TRAIN)**

**SUMMARY OF DUTIES**

Reporting to the Senior Change Specialist, the E-Learning Specialist will lead the design, development, and implementation of the e-learning component for the Enterprise Asset Management (EAM) project.

During this 2-year contract, you will assume accountability for developing online, self-service eLearning courses, and lessons for virtual instructor-led training for the department-wide EAM (Enterprise Asset Management) project. You will champion the creation of standardized resources, processes, and templates for e-learning development, and will support and build the capacity of Public Works staff and other stakeholders in instructional design and e-learning concepts and technology. As the leader of learning, content curator, information manager and builder of learning communities, you will recommend and develop programs that support the development of individual capability aligned to the Enterprise Asset Management Project.

You will be accountable for ensuring that training is delivered in accordance with the City of Hamilton "best practices" approach and ensuring confidentiality when required, develops and delivers quality services in a timely and cost-effective manner.

**GENERAL DUTIES**

Instructional E-Learning Design and Development
- Accountable for the design and implementation of accessible e-learning, for the EAM project, by developing technical e-learning solutions and collaborating with content experts.
- Provide expertise in online instructional design including research and input on the appropriate technical specifications and technology, infrastructure, and opportunities for evaluation of e-learning.
- Design and execute technical e-learning solutions (design plans, outlines, storyboards, voiceover scripts, course builds, etc.) for the EAM project, and incorporate multimedia such as video, audio an animation.
- Create standardized and widely applicable e-learning templates and resources.
- Applies creative thinking and domain expertise for the development of innovative training programs.
- Design and develop multimedia content, including audio and video assets, illustrations, animations, and interactive content.
- Develop virtual instructor-led learning courses and materials and  into the self-led environment.
- Work closely with subject matter experts on content creation (storyboards, scripts) for training resources.
- Assist in the recommendation of learning solutions that meet Client Group(s) business objectives.
- Source relevant learning content from SMEs &/or other appropriate source.
- Assist in the evaluation of the impact and effectiveness of implemented learning solutions.
- Generate engaging and creative solutions applying best practice industry standards related to visuals, user experience and instructional design.
- Develop course content, using Uperform and other e-learning authoring tools,  that interconnects with the learner's needs, including interactive exercises and tests.
- Conduct Quality Assurance (QA) reviews and sign-off on training design deliverables; conduct ongoing and retroactive QA reviews on any training; provides documented feedback and results of review processes.

**Training Delivery**
- Lead Divisional trainers and/or coaches in delivery of plans.
- Review training performance & ensure completion of training, by group, in time for software launch.
- Monitor training delivery progress and address issues as required. Responsible for ensuring that the training plan and delivery facilitates software adoption.
- Setup of Learning platforms, environments, and training data for each workgroup.

- Conduct assessments to better understand the issues that are supporting and/or hindering high performance.
- Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures.
- Perform other duties as assigned which are directly related to the responsibilities of the position.
- Build performance and training competencies of trainers.
- Coordinate the divisional KPI/Performance training measurements on employees.
- Conduct field audits for compliance and work with cross divisional teams to conduct compliance audits to ensure compliance.

May Act on behalf of Supervisor in his/her absence as required.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures.

Performs other duties as assigned which are directly related to the responsibilities of the position.

## QUALIFICATIONS

1. University degree in Adult Education, Instructional Design or equivalent education with extensive experience in instructional design and training delivery role, or related field.

2. Certification in CTDP (Certified Training and Development Practitioner) or CPTM (Certified Professional in Training Management) preferred.

3. Three to five years' experience developing eLearning and VILT content.

4. Advanced knowledge of content authoring and multi-media software (Articulate Storyline, Camtasia, Adobe CC, Vyond, web-based authoring tools). Familiarity with Photoshop is an asset with technical writing and video editing experience preferred.

5. Demonstrated hands-on experience with e-learning authoring, such as Uperform, creating storyboards, quizzes, and multimedia applications including creating and integrating graphics, audio, video files and publishing SCORM or xAPI-compliant e-learning content.

6. Proven knowledge and application of adult learning principles and instructional principles and/or methodologies.

7. Experience with Learning Management Systems such as Adobe Captivate Prime, 360Learning or Moodle required.

8. Experience collaborating on large IT transformation projects with multiple stakeholders (internal or external) and project elements.

9. Knowledge of program evaluation methods to develop performance measures and report on program outcomes.

10. Must have considerable experience leading and implementing department-wide software adoption and learning projects with a proven track record of delivering solutions and results that address the adoption needs and support the achievement of the project strategy and change goals; experience leading the training design and implementation of programs related to software transformation projects.

11. Must have asset management software experience. Considerable municipal experience will be considered.

12. Possess a demonstrated record of performance, technical competence, diplomacy, customer focus, innovation/creativity and commitment to results.

13. Ability to work and multi-task in a fast paced and high-pressure environment with accuracy, composure, and adaptability.

14. Strong analytical and problem-solving skills for identifying training needs, developing solutions, and logically organizing complex information.

15. Excellent communication skills (both oral and written), with the ability to communicate with all levels of staff and stakeholders.

16. Strong track record of on-time, on-budget and fully adopted delivery.

17. Strong interpersonal skills, including the ability to collaborate, influence, resolve conflicts, coach, and work in a team-based environment.

18. Good business acumen, and demonstrated ability to establish credibility, trust and partnership at all levels within an organization.

19. Strong working knowledge of Microsoft Software; Word, Excel, PowerPoint, Outlook.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE**

* * * * * * * * * * * * * *