



## Position Title: Digital Literacy Specialist (6 Month TERM)

**Agency:** Visions of Independence Inc.

**Posted:** November 14, 2024 2024

**ClosingDate:** November 28, 2024

**Location:** Remote Hybrid

To Apply: Human Resources by email [hr@voimb.ca](mailto:hr@voimb.ca)

Please include the posting ID #2024-148

**Please note:** This position is an **outofscope** position, which means the regular union rules will not apply to the awarding of this position. Interviews will take place and the position will be awarded to the successful candidate based on skills and not seniority.

*Please submit your Resume and Cover Letter.*

### Position Overview

The Digital Literacy Specialist would report to the IT Manager and would be responsible for documentation and training for IT products and services. They would be responsible for creating, maintaining, and distributing end user manuals, communications, knowledge articles and internal reference materials. This position requires fantastic communication and interpersonal skills to develop and maintain productive relationships with our IT product-centric teams within the organization. The Digital Literacy Specialist will collaborate with the IT Helpdesk and the Training department to lead and support learning events, conduct research, produce resources and guidance, and facilitate ongoing knowledge base development and engagement.

This is a full time (TERM) role working in a hybrid work environment with the occasional requirement to attend meetings on site.

### Qualifications & Requirements

- Bachelor's degree with 1-2 years relevant experience
- Strong interpersonal skills
- Exceptional written and oral communication skills
- Experience working in an international, multi-cultural environment
- eLearning development a plus
- Strong relationship building – ability to listen, build rapport, and credibility as a strategic partner.
- Strong project management skills and ability to work in agile environment
- Ability to adapt in a quickly changing environment
- Thrives on learning new processes and technologies with minimal direction.



### **Specific Responsibilities**

- Consulting with partners and stakeholders to determine training needs and optimal approach to meet those needs.
- Create and maintain documentation and training material for IT products & services.
- Work closely with product-centric teams as the knowledge management expert.
- Perform basic troubleshooting on behalf of the helpdesk,
- Coordinating training classes on technical topics like Microsoft 365, Office and cyber security.
- Support the IT Helpdesk with regular communications that go to all staff.
- Basic understanding of helpdesk, networking and cyber security.
- Develop training material both written and video for end-users.
- Enjoys communicating and collaborating effectively with subject matter experts.
- Responsible for both internal support documentation for the IT helpdesk along with providing external end user documentation for VOI staff.
- Develop brand standards and maintain continuity of style of content.
- Analyzing metrics to determine whether there is a learning need and define performance objectives.
- Evaluating informal and formal training feedback in order to evolve and continually improve training.
- Accomplishes information systems and organization mission by completing related results as needed.

### **Other**

- All other duties as assigned

### **Reporting Relationship**

Reports to: IT Manager