Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:
Toll Free Phone: (866) 225-9067
Toll Free Fax: (877) 825-7564
L9 P23 R4074 HWY 596 - Box 109
Keewatin, ON P0X 1C0

Learning Technologies Triage Specialist

Job ID	54-08-59-89-C9-58		
Web Address	https://careers.indigenous.link/viewjob?jobname=54-08-59-89-C9-58		
Company	Red River College		
Location	Winnipeg , Manitoba		
Date Posted	From: 2020-05-15	To:	2020-06-01
Job	Type: Full-time	Category:	Education
Languages	English		

Description

Learning Technologies Triage Specialist

Centre for Learning and Program Excellence

Position Location: Notre Dame Campus (Winnipeg, MB)

Full-Time Position Available

This competition may be used to establish a 12 month eligibility list of qualified candidates for future vacancies.

Red River College is a leader in applied learning and innovation. Our talented team of employees is passionate about education, innovation and student success. We offer competitive salaries, extensive benefits, and the opportunity for personal and professional growth in a rewarding career.

Duties: Red River College's Centre for Learning and Program Excellence is hiring a Learning Technology Triage Specialist. This position reports to the Learning Technologies Supervisor. The Triage Specialist provides basic support for teaching and learning technologies. They handle support requests via email and in person, and troubleshoot web-based technology problems. They engage with clients by asking follow-up questions and using their knowledge of troubleshooting techniques to diagnose the specific problems being faced by users. In response they provide known solutions to the problems, or forward the users to more advanced levels of support. They will also be responsible for producing educational technology training and support resources and researching new learning technologies.

REQUIRED QUALIFICATIONS

- 2 year college diploma in an IT, digital media, or technical discipline. An equivalent combination of education and experience may be considered.

- 2+ years experience in technical support troubleshooting and customer service

- Experience supporting complex modern web applications both face-to-face and at a distance

- Exceptional interpersonal skills dealing with sometimes frustrated or stressed clients

- Demonstrated ability to collaborate, work efficiently and prioritize while exercising reasonable judgment in a fast-paced, multitasking environment.

- Excellent written communication skills

- Excellent verbal communication skills

- Values Diversity, Equity, and Inclusion

- Commitment to lifelong learning

ASSET QUALIFICATIONS

- Experience in manipulating basic HTML and CSS

- Knowledge of the use of technology in online or blended learning.

- Experience supporting the Brightspace by D2L learning management system

- Experience with educational technologies such as iSpring, WebEx, LinkedIn Learning, Camtasia, etc.

CONDITIONS OF EMPLOYMENT

- Applicants must be legally entitled to work in Canada

- This position may be required to work evenings and/or weekends

How to Apply

Applicants are to clearly demonstrate how they satisfy the selection criteria in their written submissions and must identify

the competition number they are applying for in the subject line of the email

Apply to Red River College by email: humanresources@rrc.ca

This competition may be used to establish a 12 month eligibility list of qualified candidates for future vacancies.

We seek diversity in our workplace. Aboriginal persons, women, visible minorities and individuals with disabilities are encouraged to apply.

Competition #: 2020-056

Closing Date: June 1, 2020

Salary: $42,990 - 58,801 per annum

We thank all applicants for their interest, but only those selected for an interview will be contacted. Red River College provides accommodations to applicants with disabilities throughout the hiring process. If an applicant requires accommodation during the application or selection process, Human Resource Services will work with the applicant to meet the accommodation needs.

For more information and other employment opportunities, visit www.rrc.ca/hr

2055 Notre Dame Ave, Winnipeg, Manitoba, Canada R3H0J9