



**Job Posting
IT Trainer
IT Department
Vancouver, BC**

POSITION: IT Trainer

WHY YOU SHOULD APPLY TO WORK AT MOSAIC:

At [MOSAIC](#), we take pride in providing a supportive, diverse, and inclusive workplace where employees can trust that their ideas and contributions are valued. MOSAIC is proud to be a certified Living Wage Employer. We have been recognized in the [2019 List of Best Workplaces™ in Canada](#) (100-999 employees), the [2020 list of Best Workplaces Managed by Women](#) and [2021 List of Best Workplaces™ in Canada](#) (100-999 employees) by the Great Place to Work® Institute. We are one of Canada's largest settlement organizations with over 45 years of experience engaging close to 400 staff and over 500 volunteers. Our employees benefit from incorporating many diverse perspectives and taking part in a variety of training opportunities. Come join a vibrant organization that makes a difference in people's lives!

THE POSITION:

The IT Trainer works with all levels of the organization, educating users on the organization's systems, with emphasis on but not limited to Microsoft applications and tools, as well as processes within MOSAIC. Through educating users and employing change management principles, the IT Trainer helps improve the organization by focusing on the 'people' side of change and helping users to get the most value from the tools available and to apply them to address their business needs.

AREAS OF RESPONSIBILITY INCLUDE:

- Work with stakeholders and IT management to:
 - Understand how MOSAIC operates and examine current and new business procedures
 - Conduct IT skills and knowledge gap analyses among employees and develop plans to address the identified common and/or critical deficiencies
 - Make recommendations and participate in planning sessions
 - Help define and train on IT standards to support the organization efficiently
 - Plan a structured approach to help people engage with, adopt, and use technology and applications in their day-to-day work.
 - Deliver projects on time and within budget
- Evaluate the effectiveness of existing IT training content and methods, and research and plan engaging new methods and effective ideas for training users
- Create and deliver excellent IT training content (written, pre-recorded webinars and real-time in-person or virtual workshops) and user operating instructions, using simple language to explain technical details, educating users to use MOSAIC tools and to follow effective and efficient business procedures.

- Organizing IT training may involve leading and motivating others to participate in related recorded training sessions, obtaining quotes and supervising contractors and other personnel, and scheduling and coordinating training sessions
- Monitor, measure and provide feedback on the impact of IT training on tools, business processes, and performance, providing summaries and recommendations to management

QUALIFICATIONS:

- Three to five years of related experience as an IT or technical trainer and developing easy-to-understand training materials in a related field
- Post-secondary degree in Business, Computer Science or other relevant field or equivalent experience. Technical training certificate would be an asset
- Proficiency in Office365 (Teams, Outlook, SharePoint, Excel, Word, PowerPoint), Adobe, Zoom, and recording platforms (eg Adobe Creative Studio, YouTube)
- Strong oral and written communication and presentation skills, with proven customer support experience and comfortable being in front of cameras or being recorded
- Current knowledge of privacy legislation and security practices/standards
- Understanding of business processes and risk management
- Basic video production experience
- Able to work independently and with a team, and demonstrating leadership skills
- Able to embrace (and thrive on) changes especially with new technology
- Well-organized and able to set priorities, with the ability to work under pressure on multiple tasks with tight deadlines
- Detail-oriented and able to apply technical, analytical, and research skills, as well as problem-solving / troubleshooting skills
- Tactful, discrete, diplomatic, patient, flexible and possesses cultural sensitivity
- Experience with multi-service/multi-site organizations and/or with not-for-profit or government operations is an asset
- Sitting, standing, bending, and ability to lift 30 lbs or 12 kg.
- Current, satisfactory Criminal Record Check
- Ability to travel to other MOSIAC locations in the Lower Mainland to meet stakeholders when required
- Willing to be 1st Aid Certified (up to Level 2)

HOURS: This is a full-time position starting as soon as possible.

STARTING PAY: Commensurate with experience

A competitive benefits package is provided with contracts of at least 1 year in length and which offer a minimum of 17.5 hours of work per week.

RESUMES TO: Please submit a cover letter and resume in PDF/Word format via email to IT Hiring Team at ops@mosaicbc.org

Please use: “Your Name – IT Trainer” in the subject line

No telephone calls please

DEADLINE: July 11 at 5 pm (and/or Until position is filled)

NOTES: Only those selected for an interview will be contacted. Before applying, you must be legally permitted to work in Canada through citizenship or permanent resident status. If you have a work permit, please ensure that it allows you to work for the duration of this position.

POSTING DATE: June 27, 2022



MOSAIC is committed to promoting equal employment opportunities for all members of the community