



## **Mennonite New Life Centre**

### **Job Posting: Web Developer and User Support Coordinator**

#### **About the Organization:**

The Mennonite New Life Centre (MNLCT) is a vibrant, multi-cultural settlement agency for newcomers to Canada. The Centre provides settlement services, language instruction, mental health supports and capacity building workshops, public education and bridging to employment.

As part of our Adult Education services, we offer two bridge-training programs: *Bridge to Registration and Employment in Mental Health* (BREM) program and *Bridge to Employment in Media and Communications* (BEMC) program. Both programs support immigrant professionals with access to meaningful employment in their respective fields by providing training and supervised work experience. Both programs are funded by the government of Ontario.

In September 2018, the BREM program will expand its services to be available across Ontario. In doing so, all the academic and/or course-based activities will be delivered in a hybrid format, offering participants to conference-in and to use a variety of online tools. This transition will require substantial technology-related preparation, curriculum redevelopment, and implementation of delivery platforms. Once the hybrid program launches, BREM participants will also require user supports. The Web Developer and User Support Coordinator will support these activities for the BREM program, as well as provide some basic user supports for the BEMC program.

#### **Position Summary:**

The position of *Web Developer and User Support Coordinator* requires the individual to work directly with BREM and BEMC Program Managers and with the MNLCT IT Technician to support all Program web-related interface with stakeholders and participants, including but not limited to:

- Support users for online learning
- Development of media assets
- Website development and maintenance
- Web conferencing and e-meetings
- Online social networks

#### **Minimum Qualifications:**

- University degree relevant to the field, or equivalent training
- Two plus years' experience in a professional learning team and/or web development and user supports
- Previous work experience on project-based initiatives an asset
- User support experience in a relevant field
- Knowledge of e-learning, web development, media production and post-production processes

**Skills and Assets:**

- Strong project coordination and organizational skills
- High degree of technical ability
- High proficiency and experience with various high-end word processing software, particularly MS Office (Word/Excel/PowerPoint/Outlook)
- High proficiency in a variety of e-learning and web development tools (e.g. Captivate, HTML, Photoshop, Illustrator, Adobe Connect, SharePoint)
- Ability to produce media assets that support learning (e.g., Final Cut Pro editing software or comparable)
- Knowledge of different video formats and encoding for web streaming
- Adequate oral and written communication skills - able to develop and communicate information and ideas clearly in English, both orally and in writing
- High level of interpersonal skills – able to provide excellent customer service and build strong client relationships with a variety of program stakeholders
- Strong problem solving and analytical skills – able to troubleshoot a variety of complex problems, both technical and project-related in a timely manner
- Previous working experience in a schedule-driven, project-based, multi-level environment with emphasis on timelines and delivery
- Understanding of adult learning principles and its application to online learning an asset

**Skills and Abilities:**

- Collaborative team member with a positive attitude and strong work ethic
- Ability to organize and arrange workflow
- Self-directed and able to work with minimal supervision
- Demonstrated experience in priority setting, conflict resolution, and problem-solving
- Proactive and resourceful
- Attention to detail and ability to follow direction
- Considerate, tactful, and diplomatic when dealing with a wide range of clients
- Enthusiastic about ongoing learning
- Committed to a high standard of delivery of services

The Web Developer and User Support Coordinator will report to the BREM Program Manager. This is a part-time position (21 hours per week) beginning April 2018 and ending March 2021, with an option for renewal, pending program funding. Remuneration: \$26.08/hr

*The Mennonite New Life Centre is committed to employment equity initiatives. We encourage internationally trained professionals and members of ethno-racial, aboriginal, immigrant, refugee, LGBT and disabled community groups to apply and self-identify. Internal and external candidates may apply.*

**Please note that only candidates to be interviewed will be contacted.**

**Please apply by sending your resume and cover letter in a single MS Word or PDF document to Human Resources at [jobs@mnlct.org](mailto:jobs@mnlct.org) by March 23rd, 2018. Please quote reference #WDUSC2018 in the subject heading of your application.**

For more information about the Mennonite New Life Centre visit [www.mnlct.org](http://www.mnlct.org)  
For more information about the BTMH program visit [www.bridgingprograms.org](http://www.bridgingprograms.org)