Government of
Northwest Territories

IDENTIFICATION

Department	Position Title	
Municipal and Community Affairs	eLearning Administrator	
Position Number	**Community**	**Division/Region**
21-4673	Yellowknife	School of Community Government

PURPOSE OF THE POSITION

The eLearning Administrator (Administrator) is responsible for the creation and delivery of distance training for local government councils and their employees. Types of distance training include asynchronous eLearning using Drupal LMS, synchronous eLearning using Moodle LMS, webinars, podcasts, and video conferences and teleconferences, and other technology and electronic resources. The Administrator works with senior staff, educational institutions, and contractors to develop strategic approaches to technology-enhanced learning.

The Administrator is responsible for liaising with distance education institutions, northern pan-territorial governments and private-sector eLearning providers to gain an understanding of developments and employ leading-edge practices in the larger learning community.

SCOPE

The eLearning Administrator position is located in Yellowknife, and reports directly to the Director of the School of Community Government (SCG). The Administrator is responsible for managing an annual budget of approximately $100,000. The position also influences spending by partners, other departments, and Territorial, Pan-Territorial, and Aboriginal organizations.

The advice and support provided by this position meets the fundamental purpose of MACA to support local government councils and their employees to effectively and efficiently manage community government authorities, responsibilities, programs and services. This position further supports the GNWT's efforts towards sustainable, self-directed, responsible, responsive, and accountable community governments, First Nations, and Self Governments.

This position works within the SCG, a division of Municipal and Community Affairs and supports sustainable communities through community development and capacity building.

The SCG uses eLearning as an alternative way to deliver some of its more than 80 training courses. The Administrator is required to research, design, construct, implement, revise and evaluate effective eLearning courses, and is therefore a specialist in both the educational and technical aspects of distance learning. The Administrator makes curriculum and content more usable and user-friendly in a web-based learning environment, and maintains awareness of developments in Learning Management System (LMS) designs to ensure excellence in the learning products.

The eLearning Administrator works closely with Discipline Coordinators as they design, develop, and deliver courses in the eLearning mode. The Administrator leads the enhancement of learning and the student experience through the facilitation of innovation, creativity, and knowledge transfer with regard to eLearning. The Administrator advises the Director and SMC on how best to incorporate eLearning objectives into the Department's strategic planning. The Administrator understands the SCG's strategy in regards to teaching and learning, and is aware of the unique requirements of each of the thirteen disciplines, and guides the use of technology through staff training.

The eLearning Administrator works directly with the providers of the SCG's three major eLearning platforms; Drupal LMS, Moodle LMS, and Cisco WebEx. Maintaining an excellent working relationship with these providers is essential to the success of the SCG's eLearning instruction. The incumbent maintains the platforms and manages upgrades and troubleshooting, working closely with IT and the LMS providers to make the best possible learner experience. The Administrator negotiates and manages contractual arrangements with vendors and contractors to ensure that the SCG receives the necessary goods and services to continue to deliver effective eLearning content.

The position works closely with technical and academic specialists, including Communications Specialists, Information Technologies Specialists (IT), LMS providers, the SCG's manager, its many educational partners, the Northwest Territories Association of Communities [NWTAC], the Local Government Administrators of the Northwest Territories [LGANT], community governments, and Program Directors.

Overall, the Administrator plays a lead role in the promotion, planning, and decisions of eLearning delivery and supports colleagues as they manage the design, development, and delivery of courses and other educational content in an eLearning mode.

RESPONSIBILITIES

1. **Manage eLearning Management Systems (30%)**
    *   Manage various eLearning platforms, including Cisco WebEx Meeting software, Drupal LMS, and Moodle LMS platforms
    *   Maintain assessment, registration, certification, and reporting functions of the School's LMSs
    *   Provide technical support for students
    *   Resolve technical problems through team approach

- Audit and monitor data integrity
- Resolve functionality issues
- Facilitate staff and end-user training
- Administer and amend training information
- Ensure the integrity and accuracy of student login information
- Coordinate with other eLearning providers in the North (GNWT Health, Aurora College, EC&E, MTO Nunavut, etc.) to create partnerships and stay abreast of trends in eLearning
- Work as part of a team (led by the Director) to identify, negotiate, and establish partnerships and articulation agreements with post-secondary institutions
- Design web, multimedia, and print support material on aspects of eLearning
- Manage webinar series, including scheduling, support for presenters and hosting webinars on topics of timely interest
- Design and manage learner experience
- Ensure quality of the services and products involved in the delivery of the SCG's eLearning content

2. **Use new eLearning methodologies to design and produce new distance learning content (40%)**
   - Provide support to TDCs and Coordinators for course design and development of eLearning content
   - Assist TDCs and Coordinators in determining, using cost-benefit analysis, the advisability of delivering a course in an eLearning mode
   - Coordinate internal resources from content creators, IT, and staff
   - Work to minimize impact of connectivity challenges inherent in the north.
   - Ensure on-time delivery of all projects within scope and budget
   - Ensure quality control of online educational content
   - Analyse and manage risks involved in delivering courses in a mode unfamiliar to many of our clients
   - Manage resource availability and allocate resources accordingly
   - Advise TDCs and Coordinators on value of new technologies and their potential impact on student success
   - Review and analyse course content design and development process with quality assurance in mind
   - Consult on scheduling of the SCG's synchronous eLearning courses
   - Identify opportunities to blend traditional classroom and eLearning delivery modes
   - Apply best practices for design and production of eLearning content

3. **Support TDCs, Coordinators, and Instructors in the delivery of training online (15%)**
   - Assist TDCs in ensuring the integrity and accuracy of student progress, records, and profile information
   - Produce reports as required to track results of students attainment of courses

- Review and analyse success of delivery of SCG eLearning content for quality assurance purposes
- Provide training for instructors unfamiliar with teaching online

4. **Produce multi-media content for use in SCG's eLearning products (15%)**
   - Maintain large archives of media, internally and externally
   - Use Rapids Authoring tools to convert traditional curriculum content for use in eLearning
   - Create interactive videos, approximately twenty per year, for use in eLearning courses (pre-production, production, and post-production)
   - Create voiceovers, approximately twenty per year, for use with interactive videos (write script, pre-production, production, post-production)
   - Create explanatory videos, approximately thirty per year, to enhance course content
   - Create interactive, SCORM-compliant quizzes and exams, approximately twenty per year, for use in eLearning courses
   - Ensure the quality of the SCG's eLearning educational content and the learner's experience
   - Train staff in proper media production techniques
   - Negotiate and manage contractual arrangements with contractors in areas of content production, LMS provision and maintenance, and software services
   - Perform inventory control on digital media and physical technological assets

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- knowledge of theory and practice related to curriculum development, adult learning principles and practices, eLearning methods, and practical considerations; Learning Management Systems, video production, and audio production
- Advanced knowledge of practices related to website design and project management

Educational Instruction:
- Knowledge of adult education delivery approaches including the pros and cons of face-to-face and eLearning modes of delivery
- Thorough and contemporary understanding and practical experiences of eLearning
- Knowledge of coaching, mentoring, and training or developing others, preferably adults
- Understanding of instructional design and practice relating to academic environments and technology-based learning
- Knowledge of LMS and administration of various LMS

Project Management:
- Ability to plan, coordinate, direct, monitor, and evaluate projects
- Strong organizational skills, including attention to detail and prioritization of work
- Ability to work independently, demonstrating initiative, sound judgment, discretion, and creative problem solving
- Excellent time management and organizational skills
- Ability to develop and maintain good working relationships across the department and with partners
- Ability to work effectively in teams

Digital Media:
- Able to use professional video cameras, remote recorders, studio lighting, lavaliere microphones, shotgun microphones and lead a recording session
- Able to use sound booth recording equipment and lead a recording session

Communications Proficiencies:
- Excellent client service and interpersonal skills
- Excellent written and verbal communication skills
- Webinar, screencast, and podcast interviewing and hosting skills
- Videoconference and teleconference knowledge and hosting skills
- Scriptwriting and editing experience

Abilities:
- Ability to readily gain understanding of strategic aims and objectives and contribute to their development
- Ability to quickly assimilate information on, and learn how to use, new online tools and technologies
- Ability to interpret and apply complex information
- Ability to work effectively in a cross-cultural environment and within teams

Software Proficiencies
- Proficient in the effective use of the following types of software:
    o Learning Management Systems (Drupal, Moodle)
    o Rapid authoring (Adobe Captivate)
    o Audio editing (Audacity, Adobe Audition)
    o Video editing (Adobe Premiere Pro)

- o Graphic design and Page layout (Adobe In Design)
- o Illustration (Adobe Illustrator)
- o Colour Management (Adobe Kuler)
- o Digital Asset Management (Adobe Bridge, FTP, YouTube)
- o Photo editing (Adobe Photoshop, Adobe Lightroom)
- o Office productivity (Microsoft Office)
- o Digital meeting (Cisco WebEx Meeting)
- o Interactive whiteboard (SMARTBoard Notebook)
- o PDF Creation (Adobe Acrobat Pro)
- o Project Management (SharePoint)
- o Research Management (Evernote)
- Excellent computing and technology application skills

Typically, the above qualifications would be attained by:

Completion of an education degree, plus a minimum of three years related experience in adult or secondary distance education and digital media production, or seven years relevant work experience.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)
- ☐ French required (must identify required level below)
  - Level required for this Designated Position is:
    - ORAL EXPRESSION AND COMPREHENSION
      - Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐
    - READING COMPREHENSION:
      - Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐
    - WRITING SKILLS:
      - Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐
- ☐ French preferred

Aboriginal language: To choose a language, click here.

- ☐ Required
- ☐ Preferred