



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Specialist, Learning Management System	
Position Number	Community	Division/Region
48-17447	Yellowknife	Talent and Organizational Development/HQ

PURPOSE OF THE POSITION

The Territorial Specialist, Learning Management System, is responsible for the research, development, and delivery of training on the Learning Management System (LMS). Duties include developing a comprehensive and high-quality training structure for the entire system; planning, designing, and implementing targeted and engaging learning solutions, coordinating and delivering mandatory, blended, and instructor-led training for all NWT Health and Social Services System employees relative to self-service and key users based on job positions and responsibilities.

SCOPE

The Territorial Specialist, Learning Management System (Specialist) reports directly to the Manager, Strategic Learning & Talent Development, and is located in Yellowknife.

The Specialist provides operational supervision to team of two Learning Management System Coordinators and works with key department/division stakeholders to ensure the timely delivery of training for all HSS System users on all module and instructor-led training applications required for delivering health and social services programs and care.

The incumbent is responsible for implementing guidelines and setting standards for the structure and overall quality of all training materials, and that training materials contain the appropriate content for the target group. This is carried out in a manner that accommodates the needs of the department and health authorities, the knowledge and skill levels of the staff, and recognizes the specific challenges of training for those in more isolated locations where additional, on-site support is limited. As the single point of contact responsible for overseeing the planning, monitoring and implementation of all functionalities related to LMS growth and initiatives, as well as manage associated risk in the areas of system security and capacity, the



Specialist will be responsible for determining the impact on the current training plans and will be responsible to develop new or modify existing training as required.

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of the Hay River and Tlicho regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and Social Services includes the full range of primary, secondary and tertiary health and services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and the Hay River Health and Social Services Agency (HRHSSA) will also operate under a separate board in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines, and policies as established by the NTHSSA.

The Department of Health and Social Services (DHSS) plays an important role in the connectivity between the NTHSSA, the TCSA, and the HRHSSA because it establishes the common policy framework and common standards for the entire system. Operational consistency and collaboration across these three authorities are required to provide a quality, integrated Health and Social Services system for the NWT. The Talent and Organizational Development Division is the key directorial for the HSS System by establishing and being accountable for the Health Human Resource Plan and Recruitment and Retention Strategies for the entire system.

The Talent and Organizational Development Division is accountable to the NWT HSS System's Cross System Leadership Committee and CEO/DM forum. The Division is accountable and must lead the overall health and social services system workforce planning, as well as develop and implement a human resource framework and action plan so that the HSS System has the people and talent it needs to deliver health and social services effectively to the people of the NWT.

The Specialist oversees the system delivery of strategic and accessible learning initiatives as well as, builds and maintains organizational structures, the assignment of learning paths, scheduling courses, managing mandatory training, uploading users, content, and running standard reports. The system must be available 24 hours a day, 7 days a week.

With regular turnover and modifications, revisions, upgrades, and the implementation of additional functionality to the system on a regular basis, the Specialist must ensure that staff are trained, capable, and competent to use the system within their existing environment, and must develop and maintain relationships with LMS vendors and third-party technical support



providers to ensure the LMS receives prompt and expert assistance, with minimal impact or disruption to staff in the event of system issues. This will include an analysis of the impact on current business processes, user skill levels, and developing and implementing new processes and/or roles to accommodate system changes.

The Specialist works within a legislative and policy framework and carries out their responsibilities in accordance with Accreditation Canada standards, Occupational Health and Safety (OHS) requirements, GNWT legislation, and WSCC requirements in addition to GNWT acts, regulations, policies, and HSS system-wide procedures that include the Health Information Act, the Public Service Act, Public Service Regulations, and various other government policies.

RESPONSIBILITIES

1. Project manages and leads the strategic design and implementation of the HSS Learning Management System (LMS) and the provision of architectural oversight for all system requirements and standards.

- Responsible for project management oversight in the LMS platform's design, development, and implementation.
- Responsible for the build and execution of the LMS operating structure and functionalities of the system to best meet the needs of the NWT HSS System.
- Collaborates with external vendors and stakeholders to define an integrated architecture for all system capabilities.
- Monitors the effectiveness of key architecture components of the system infrastructure throughout its life cycle.
- Leads activities related to improving overall availability and system functionality.
- Provides best practice information on ongoing capacity, planning and augmentation to the LMS as required to ensure smooth operation.
- Standardize and test new system integrations, and work with the vendor on system updates/upgrade and design implementation.
- Provides Team Leadership for the end-to-end design, integration, implementation, and documentation of the LMS.

2. Coordinate/supervise the day-to-day operations of the HSS System Learning Management System Team

- Provide supervision to staff who coordinate, monitor, and evaluate day-to-day system requirements, and support progress towards training objectives and timely project completion.
- Plan the operational task lists.
- Assist with the recruitment and hiring of new staff.
- Provide orientation and training to new staff, including operations, routine duties, procedures, and organizational guiding principles.



- Assist with review of job descriptions.
- Provide input on staff performance appraisals in accordance with GNWT policies.
- Conduct regular staff meetings to review procedures, share information, and ensure standardized practice in the facilitation of LMS-related activities.

3. Core responsibilities include developing materials, coordinating logistics, and developing and delivering HSS system-related training across the LMS end-user community.

- Develops and updates course material and other information material to assist users in effectively using the Learning Management System. This includes developing and delivering new material or supplementary training for new modules or functionality being implemented.
- Develops appropriate training materials through the instructional design process.
- Support the various channels of adult learning to assist with the acquisition of new knowledge, skills and/or behaviors.
- Identifies system user training needs and liaises with internal stakeholders at all levels of the organization.
- Provides expert advice to the manager, senior leadership, and subject matter experts on system training needs, including the addition of new positions, teams, learning paths, and individual start-up training for users as required, and ensures timely and effective delivery of training to all users of the LMS.
- Liaises with external vendors and subject matter experts to deliver advanced systems training and supplementary training for users to address systems changes.
- Coordinates the development of training data and ensures the appropriate security is provided for training events.
- Development of assessment tools for key user training to identify areas for improvement.

4. Responsible for ongoing LMS operations, including developing plans and specifications for business systems design, ensuring that the LMS standards are met and service levels are established.

- Consult with the LMS and eLearning vendors during developing, testing, and implementing new training modules or system enhancements.
- Works with end-users, the department, authorities, and regions as issues arise to understand their business needs to determine how people, processes, data, communications, and technology can best accomplish improvements for the business issues.
- Responsible for data integrity issues and identify suggestions for implementing solutions.



- Provide alternative solutions and recommendations to complex business problems and work with the LMS team and vendors to determine a satisfactory approach and recommendation for senior management approval.
- Develops functional design specifications documents, including analysis of any regulatory requirements for developing technical documentation.
- Responsible for overseeing and executing the analysis, design, and development of technical specifications documents, which describe any necessary technical modifications, by providing insight into technical changes to ensure that the requirements are accurately reflected.
- Leads and participates in the verification and testing of any necessary modifications through the development and execution of testing plans and scenarios. This involves developing test scripts and test data, then physically conducting unit tests of the specific change and integration testing of the change as part of an end-to-end process. Coordinating user acceptance testing with end-users, ensuring test databases are available and ready, and assisting the end-user as necessary to conduct readiness testing for sign-off by the relevant subject matter experts.
- Over to determine and assign levels of system access to all users based on roles and responsibilities.

5. Monitor all process, quality control, and quality assurance procedures and practices to ensure that staff and the LMS are performing in accordance with acceptable standards.

- Develop policies, procedures, resources, and SOPs to support the implementation and use of the LMS.
- Lead in the development and reporting structure of LMS training and compliance records.
- Develop appropriate quality control tools and resources to ensure appropriate documentation and reporting of performance feedback.
- Monitors user issues through analysis of helpdesk tickets and other user feedback and develops training solutions to meet those needs, including updates to existing course material to reflect user feedback.
- Provide leadership and guidance to the LMS team to resolve complex issues by taking the lead on researching and implementing suitable solutions.
- Leads and participates in operational and project initiatives as required. This includes developing criteria, scenarios, and scripts for system testing, assisting with implementation support, responding to help desk requests, assisting with communications, and developing and delivering training.
- Conducts system audits for training competency compliance and flags trends or issues for managers, leadership, and subject matter experts.
- Develop content and maintain system-specific resources for the our nthssa website to ensure that relevant and updated information is available to the users on time.



- Assists with the development of LMS communications.

6. Maintain and provide financial and budgetary support for program expenditures and contracted agreements.

- Oversee program budget, activities, and service components of the system, including facilitating the yearly service contract and other related program activity reports, ensuring financial and contracting standards are met.
- Responsible for identifying and reporting on system requirements causing financial impact to the organization or the delivery of LMS services to staff and providing sustainable recommendations or solutions.
- Analyze records and verify client and program information against funding program requirements to ensure proper delivery, terms, conditions, and compliance are met.
- Review program budgets to ensure expenditures are within approved guidelines and policies.

WORKING CONDITIONS

Physical Demands

No unusual physical demands

Environmental Conditions

No unusual conditions.

Sensory Demands

Normal office environment. No unusual physical demands

Mental Demands

No unusual physical demands

KNOWLEDGE, SKILLS AND ABILITIES

- Training and certification in a modern cloud-based LMS, preferably Litmos or SAP SuccessFactors.
- Understanding of LMS architectural design, strategic technology planning, system security, and project planning.
- Working knowledge of computerized applications, Microsoft applications, i.e., Word, PowerPoint, Excel, internet and email applications.
- Knowledge and application of Adult Learning Principles, and Instructional Design methodologies.



- Experience with HR/Learning technologies, Learning Management Systems architecture, online ticketing systems, virtual collaboration tools and digital learning authoring tools (Articulate 360, Adobe Captivate).
- Analytical and research skills.
- Client service orientation
- Human relation skills consistent with the need to supervise employees and to provide effective human management of those employees.
- Training skills, including the development, preparation and facilitation of training materials.
- Problem-solving, organizational, and time-management skills, with the ability to prioritize work in a team-based setting.
- Knowledge of applicable laws, policies, and regulations as they relate to all HSS professions, including the *Access to Information and Privacy Act*.
- Experience with change management in the government and health and social services environment.
- Understanding of organizational culture.
- Ability to communicate orally and in writing with senior managers, technical staff, and employees at all levels of the organization.
- Ability to identify and engage key influencers and stakeholders.
- Proven ability to work within a fast-paced and rapidly changing environment.
- Proven ability to work independently and be a self-starter.
- Proven ability to work on several demanding issues/projects concurrently.
- Ability to develop and maintain positive working relationships with colleagues.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

The knowledge, skills, and duties detailed above would be normally obtained through the successful completion of an undergraduate degree in Computer Science or a related field is required, and a minimum of three (3) years of direct or equivalent experience working in and supporting a cloud-based learning management systems is preferred. An acceptable equivalent combination of education and work experience will be considered.

Equivalent combinations of education and experience will be considered.

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

Indigenous language: Select language

- Required
- Preferred