



JP#26-15

Digital Learning and Development Specialist

(Regular Full-Time)

Home to vast parkland and attractions including Grouse Mountain, Lynn Canyon and Capilano Suspension Bridge, the District of North Vancouver is inspired by nature, and enriched by people. Recognized as one of BC's Top Employers for six years, the District offers professional development opportunities, a competitive total compensation package, a nine-day fortnight, and hybrid work arrangements.

This is an exciting time to join us as we transform digital service delivery, reimagine the customer experience, and advance bold climate action initiatives. Known for our flexible, family-friendly policies and inclusive workplace culture, the District is an exceptional place to build a meaningful career.

About the Role

The Digital Services department are looking for a Digital Learning and Development Specialist to join their team. This is complex analytical and technical instructional work in the development and implementation of corporate information technology training programs. An incumbent consults and liaises with department users, technical specialists and other stakeholders on information technology training requirements; designs, develops, evaluates and modifies training programs and curriculum to meet specific needs; administers and curates an intranet-based Learning Management System for the delivery of training courses and resources; conducts and coordinates training sessions on enterprise and business software applications; assists with change management activities, and leads the development of specific training plans for information technology projects; and provides ongoing support related to the use of organizational business system technologies. An incumbent exercises considerable independent judgement and action within established guidelines. Work performance is reviewed by a superior in terms of the effectiveness of approach and achievement of desired objectives.

In this role you will:

- Designs, develops, evaluates and modifies training programs and curriculum to meet specific needs; prepares, produces and updates training materials for curricula, including user manuals, digital resources, learning modules, presentation materials, and testing for concept assessments.
- Liaises with project delivery teams, technical specialists, vendors, and department staff throughout the organization to identify, understand, and assess training needs; ensures training aligns with business goals and addresses the specific organizational needs identified.
- Administers and curates an intranet-based Learning Management System (LMS) with a primary focus on IT related course content, and a secondary focus on supporting professional development programs within the organization; configures learning modules and related information navigation.
- Conducts in-person and virtual training sessions on various information technology related topics, including enterprise and business software applications, cybersecurity, hardware and device usage; trains departmental subject matter experts to deliver staff training; and provides ongoing support as needed.
- Analyzes user support requests, and existing and proposed business system processes to identify training requirements; evaluates the effectiveness of system use, and of existing and proposed business processes, and recommends procedural changes.
- Assists with change management activities and leads the development of specific training plans for information technology projects; sends out, and ensures for, clear and effective communications on change implementation and related training requirements for system users.
- Maintains currency relative to developments in information system training, training methodologies and technologies, incorporates best practices into training, and makes recommendations as appropriate.

- Performs a variety of administrative duties related to the work; prepares and maintains records, training schedules, and documentation; prepares reports on training activities, performance, and outcomes.
- Performs related work as required.

You have:

- Thorough knowledge of the principles, techniques and methods of adult learning and course design as it relates to information technology systems.
- Considerable knowledge of the functions, processes and practices of departments served and of their requirements as related to the work performed.
- Considerable knowledge of technical and web-based training aids and their applications in educational settings, and an awareness of cloud-based learning management systems as related to the work.
- Sound knowledge of the capabilities and uses of enterprise and business software applications as related to the work performed.
- Ability to design, develop, evaluate and modify training programs and curriculum to meet organizational information technology training needs.
- Ability to understand and evaluate departmental business processes and operations for enterprise and business system software applications.
- Ability to establish and maintain strong and effective working relationships and liaison with stakeholders, including department users, technical specialists, project delivery teams, and software vendors.
- Ability to conduct and coordinate training sessions, and to administer an effective learning management system with required training resources.
- Ability to identify change resistance and support needs and make recommendations to resolve problems related to the implementation and effective use of information technology.
- Ability to make tactical and informed operational decisions that align with organizational goals and culture, and which require a deep understanding of both technology and organizational dynamics.
- Ability to communicate technical information in a clear and effective manner, with excellent presentation and facilitation skills.
- Skill in the use of equipment, tools and software used in the work.

Qualifications

Completion of a post-secondary diploma in adult education, business or other relevant subject, supplemented by computer courses related to the work, plus considerable related experience working with technology in a municipal or similar setting; or an equivalent combination of training and experience.

Details

Salary: The pay range for this unionized position is \$46.07 to \$54.44 per hour (2024 rates)

Hours of Work: 35-hour work week (Compressed work schedule available)

Apply

The District of North Vancouver is committed to creating a diverse, inclusive, and accessible work environment. If you have what we're looking for and have a passion to serve people and the community, a demonstrated understanding of safety, a commitment to supporting a healthy and safe workplace, and a willingness to take further safety training as required, we would like to hear from you. Please apply on-line at <https://careers.dnv.org> by **April 21, 2026** to be considered.

If you require accommodation, please contact Human Resources at hr@dnv.org

We thank you for your interest in employment with the District of North Vancouver and advise that only those shortlisted for an interview will be contacted.

Our Values



We respectfully acknowledge the Coast Salish peoples, specifically the x̣ṃəθḳʷəỵəm (Musqueam), Skẉx̣ẉú7mesh Úxwumixw (Squamish), and sə̣lilwataʔ (Tseil-Waututh), on whose ancestral lands the District of North Vancouver is located.