

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

As the District continues to invest in enterprise technology, digital services, data platforms, and artificial intelligence, we are seeking an IT Trainer & Adoption Specialist to help ensure employees have the skills, confidence, and support needed to successfully use these tools.

Reporting to the Manager, Digital Services, this newly created position within Digital and IT offers the opportunity to help establish a new organizational capability focused on technology training, adoption, and user enablement. You will play a key role in the successful rollout, adoption, and ongoing use of enterprise software and digital workplace technologies. Working closely with business departments, project teams, and technical specialists, you will develop and deliver practical training programs, support organizational change initiatives, and help employees realize the full value of technology investments.

This role combines technology training, user enablement, change management, communications, and stakeholder engagement. You will help bridge the gap between technical implementation and day-to-day user adoption by creating learning experiences that make technology accessible, relevant, and easy to use.

Your key responsibilities

- Assess organizational training needs related to information technology systems through consultation with departments, technical specialists, and project teams
- Design, develop, and deliver instructor-led, virtual, self-paced, and blended learning programs focused on enterprise software and digital tools
- Coordinate with departmental subject matter experts to deliver training tailored to operational needs
- Administer and curate the District's intranet-based Learning Management System to ensure training resources are accessible and up to date
- Provide ongoing guidance and support to staff related to the effective use of enterprise systems and digital tools
- Support the implementation and adoption of enterprise technologies, business applications, digital workplace tools, and emerging technologies
- Develop and execute adoption strategies for new software deployments and technology initiatives
- Develop communication and engagement plans that support successful technology adoption
- Support organizational change initiatives by developing training resources and helping staff adapt to new tools and processes
- Monitor emerging technologies and identify opportunities to improve staff capability and technology adoption

What you'll need to succeed

You are a technology-focused learning and adoption professional who enjoys helping people embrace new tools and ways of working. You understand that successful technology projects depend not only on technical implementations, but also on effective user adoption.

You also bring:

- Knowledge of adult learning principles and instructional design methods related to technology training
- Experience developing and delivering training for enterprise or business software systems, such as Microsoft 365, collaboration platforms, business applications, GIS systems, ERP systems, CRM systems, and similar technologies

- Thorough knowledge of adult learning principles and course design related to information technology systems, considerable knowledge of organizational processes and enterprise systems.
- Knowledge of learning management systems and digital training tools
- Sound knowledge of enterprise and business software applications and their use in a workplace setting.
- Knowledge of enterprise technology adoption and user enablement practices
- Strong communication, facilitation, and organizational skills
- A collaborative and service-oriented approach that supports technology adoption across the organization.

Qualifications

You have completed a post-secondary diploma in adult education, business, or another relevant discipline, 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 \$49.35 to \$58.32 per hour (2026 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 **September 3, 2026** to be considered.

If you require accommodation to participate in the recruitment process, please inform us when we contact you.

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 xʷməθkʷəṽəm (Musqueam), Skwxwú7mesh Úxwumixw (Squamish), and səliłwətaʔ (Tsleil-Waututh), on whose ancestral lands the District of North Vancouver is located.