

Job Title: **Program Administrator, ASCEND**

Location: Vancouver, BC

Posted: September 1, 2021

Start-date: ASAP

Purpose:

[ASCEND](#) is an online program that builds newcomers' Canadian employment readiness through soft skill development. As the Program Administrator for ASCEND you will play a critical role in maintaining the current delivery model of the program and supporting the achievement of key program objectives. Your scope of work includes administering Learning Management System (LMS) activities (client administration, intake support, report generation and tracking, basic IT support and data migration) and related relationship management for existing Service Delivery Partners (SDPs). As the program transitions to a new LMS and expands across Canada, you will provide ongoing program administration and system onboarding support, while assisting with the onboarding and training of SDPs (current and new) in the new LMS.

This position is funded to March 2023 and may be extended pending funding availability.

Responsibilities (include, but not limited to):

Program Administration

- Manage and administer the current Learning Management System, Adobe Captivate Prime
- Create internal and external user groups, learning plans, and social learning features for partner cohorts
- Generate reports and track user metrics: intake, registration, program completions
- Provide technical and troubleshooting support, contacting Adobe technical support as needed; undertake monthly link checks to confirm functionality
- Maintain tracking sheets and provide program data points for management as required
- Organize relevant program documents in IEC-BC SharePoint to reflect knowledge management best practices
- Provide weekly status updates to management and work closely with the Program Coordinator of ASCEND to meet all deliverables

Relationship Management

- Work with SDPs and program staff to support program delivery, completion, and expansion
- Monitor program email inbox and respond to inquiries
- Provide SDPs with scheduled updates and client progress and ensure stakeholders adhere to all key program deadlines
- Update CRM with program partner details as required
- Assist with LMS-related onboarding and system integration of new partners

Role Requirements

Skills & Abilities

- Outstanding organization and a high level of attention to detail
- Excellent written and oral communication skills
- Resourceful, self-starter with an aptitude for problem-solving
- Great interpersonal skills; ability to follow-up directly with partners in a friendly but firm manner
- Ability to work collaboratively with members of a team to accomplish tasks
- Comfortable managing your own time while working on multiple tasks simultaneously
- Strong skills with full MS Office Suite, specifically Excel and Outlook
- Bilingual (English and French) language ability is an asset

Relevant Experience

- Minimum 2 years relevant project/program administration experience
- Experience working with Learning Management Systems, (e.g., client intake, cohort creation, report generation, etc.); experience with Adobe Captivate Prime LMS is an asset
- Experience with course authoring software; Articulate software experience is an asset
- Experience working with online survey tools, e.g., Simple Survey, Survey Monkey
- Experience with Customer Relationship Management software, e.g., Salesforce, Sugar CRM
- Experience with Adobe Creative Suite
- Experience with Microsoft SharePoint
- Training or experience in Curriculum Development, Educational Technology or other relevant field of study is an asset
- Interest and ability in course layout and design is an asset

How to Apply

Please submit your cover letter and resume as a single PDF to ascend@iecbc.ca and include “Application: Program Administrator, ASCEND” in the subject line.

The deadline to apply is **September 24 at 12:00pm (PST)**. Late applications cannot be considered. IEC-BC thanks all applicants for your interest, however given the anticipated volume of applications, only candidates under consideration for this role will be contacted.