Open Library Coordinator – Temporary Contract (1-year contract full-time)

eCampusOntario, a not-for-profit corporation, is funded by the Government of Ontario to be a centre of excellence in online and technology-enabled learning for all publicly funded colleges and universities in Ontario.

eCampusOntario provides access to two platforms that supports the creation of Open Educational Resources: Pressbooks, a WordPress based authoring tool that supports the creation or adaption of Open Textbooks, and eCampusOntario H5P Studio, a one-stop-shop to create, share, and discover interactive learning objects using H5P Plugin.

As a key member of the Programs and Service team, the Open Library Coordinator will be required to gain an in-depth knowledge of the PressbooksEDU system and H5P Plugin through on-the-job training. The successful applicant will develop a strong level of comfort with the technology and be able to think critically to solve problems.

The Open Library Coordinator will serve as the first point of contact for educators and learners engaged in creating or using content in PressbooksEDU and the eCampusOntario H5P Studio.

Responsibilities include:
- Supporting end-users in effectively using the PressbooksEDU platform and eCampusOntario H5P Studio.
- Using a ticketing system to log service requests and document solutions.
- Troubleshooting technical issues directly with users and effectively communicating results.
- Escalating unresolved issues to a Manager as needed.
- Maintaining documentation and resources (i.e. guides and FAQs) and assisting in the creation of new materials as needed.
- Serving as a network administrator of eCampusOntario's PressbooksEDU instance, including creating and maintaining new accounts and assisting in book set up.
- Reporting on use of the PressbooksEDU system and other shared services (i.e. eCampusOntario H5P Studio).
- Other duties as assigned.

Required qualifications:

- Postsecondary education in Information Science, English Writing, or Publishing, or an equivalent combination of education and experience.
- Working knowledge of HTML and CSS.
- Familiarity with WordPress and/or Pressbooks, Drupal and H5P (HTML5) Plugin.
- Strong written and verbal communication skills.
- Customer service or technical support experience.
- Familiarity with or experience working in post-secondary education.
- Familiarity with open education is an asset.
- Bilingualism (French and English) is an asset.

Notes

- Please ensure that your Resume is no longer than two (2) pages, and clearly highlights all relevant education, training and experiences that are applicable to the minimum qualifications for this role.
- Candidates must be legally entitled to work in Canada.
- Offers are conditional upon the successful review of three (3) professional references and a satisfactory background check.

How to apply

- Interested candidates are invited to submit a Resume and Cover Letter to jobs@ecampusontario.ca with the subject line: "***Open Library Coordinator***".
  - Please attach your Resume and Cover Letter as a single PDF file, titled with the following naming convention: "***Last Name – First Name.pdf***".
  - Kindly note why you would like to work with eCampusOntario and your salary expectations in the body of the email.
  - Posting closes July 15, 2021.

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted. Please check out our Jobs & Opportunities for more exciting positions.

Equity, Decolonization, Diversity and Inclusion Statement
The current social context informs our work. This includes the imperative to join the fight against anti-Black racism and anti-BIPOC racism, and to support Equity, Decolonization, Diversity and Inclusion in everything we do. We will seize this moment to rebuild and support an environment that prioritizes inclusion, representation and voice.

Accessibility Statement
In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), eCampusOntario is committed to accommodating applicants with disabilities throughout the hiring process. If you require any accommodations at any point during the application and hiring process, please contact jobs@ecampusontario.ca

COVID-19 Update
eCampusOntario's operations are currently remote due to the global COVID-19 pandemic. Once it is safe to do so, this position will be based out of the eCampusOntario office in downtown Toronto where we envision a hybrid-work arrangement will be made available.
For information on eCampusOntario, please visit our website at https://www.ecampusontario.ca/