



## **Coordinator, Programs and Services (Open Library)**

Full-time, Temporary – Immediate Start to March 31, 2024

### **eCampusOntario**

eCampusOntario is a provincially funded non-profit organization that leads a consortium of the province's 53 publicly funded colleges, universities and indigenous institutes to develop and test online learning tools to advance the use of education technology and digital learning environments. Officially registered as the Ontario Online Learning Consortium (OOLC) and referred to as eCampusOntario we:

- Support the development and delivery of quality online learning experiences across all of Ontario.
- Lead in research, development and sharing of exemplary practices in online and other forms of technology-enabled learning.
- Support member institutions in fostering innovation, collaboration, and excellence on behalf of Ontario students, faculty and stakeholders.
- Contribute to the evolution of teaching and learning by responding to emerging technology and the development of state-of-the art online learning.

## **Coordinator, Programs and Services (Open Library)**

### **Position Summary**

As a key member of the Programs and Service team, the Coordinator, Programs and Services (Open Library) 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 Coordinator, Programs and Services (Open Library) 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.

### **Accountabilities, Duties and Responsibilities**

- 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.

## Education, Professional Designations and Development

- Postsecondary education in Information Science, English Writing, or Publishing, or an equivalent combination of education and experience.

## Skills

- 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.
- Demonstrated commitment and understanding equity, diversity, decolonization and inclusion with the ability to communicate and work effectively with diverse peoples.

## Application Process

Candidates are invited to email us at talent [@ecampusontario.ca](mailto:talent@ecampusontario.ca) (subject **Coordinator, Programs and Services (Open Library)**) with a **Cover Letter** and **Resume** attached as a **single PDF file**, titled "**Last Name, First Name.pdf**". Please include salary expectations in your cover letter.

The Resume must clearly highlight all relevant education, training and experiences that are applicable to the minimum qualifications for this position and should not be longer than **two (2) pages**.

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.

The posting closes on **Friday, March 3 ,2023 at 11:59PM ET**. We thank all applicants for their interest, however only those candidates invited to interview will be contacted. Please continue to check 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.



372 Bay St. 14th Floor  
Toronto, ON, M5H 2W9  
[ecampusontario.ca](http://ecampusontario.ca)

### **Accessibility Statement**

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), eCampusOntario is committed to accommodating applicants with disabilities throughout the talent acquisition process. If you require any accommodations at any point during the talent acquisition process, please contact [jobs@ecampusontario.ca](mailto:jobs@ecampusontario.ca)

### **Hybrid Work Model**

This position is based out of the eCampusOntario office in downtown Toronto, where our hybrid work model includes both in-person and remote work opportunities. **For more information on eCampusOntario, please visit our website at <https://www.ecampusontario.ca/>**