

**Posting #25-086CU**

## **Learning Support Specialist Continuing Studies Regular, Part-time (20 hours per week)**

### **Purpose**

Reporting to the Educational Technology Manager, Continuing Studies, the Learning Support Specialist is responsible for deploying and maintaining online courses and providing assistance and support to the delivery of courses in various delivery models within the Continuing Studies department.

### **Responsibilities**

Duties include but are not limited to:

- Building online course structures, maintaining content and writing necessary instructions for online course delivery by utilizing web technologies such as simple HTML, CSS, JavaScript and learning tools within LMS;
- Assuring document conversion and integrity management between various formats;
- Providing online learning notification postings;
- Helping raise student motivation and engagement in online learning;
- Monitoring discussion boards, compiling/reporting student feedback and supplying answers;
- Grading assessments and assignments;
- Answering student inquiries via email, phone or chat and escalating issues when necessary;
- Troubleshooting and solving basic technical problems related to online learning;
- Creating detailed FAQ's, informational screencasts, etc.;
- Ensuring smooth communication and reporting around online learning issues;
- Managing online course rollover and archiving;
- Developing course management documentation and training manuals;
- Assisting in the review of course content and storyboards;
- Assisting in identifying and acquiring copyright clearance;
- Assisting in the acquisition of digital learning assets;
- Assisting in the development of assignments, quizzes, and additional resources;
- Enrolling students into courses;
- Verifying course level updates;
- Monitoring course level operations;
- Creating and verifying video captions;
- Generating reports as needed; and
- Testing online courses as needed.

## Qualifications

The successful candidate will possess the following:

- A 2-year certificate/diploma in distributed learning, educational technology, or other related disciplines;
- 1-year course management experience within a Learning Management System, D2L preferred;
- 1-year experience in Tier 1 and Tier 2 technical support;
- Experience with SCORM within an LMS; and
- Experience in web design technologies, such as JavaScript, CSS, HTML.

An equivalent combination of education and experience will be considered.

## Salary

This position has been classified at a Grade 4. The annual salary range for this position is \$51,287.60 to \$53,398.80 and the normal starting salary will be \$51,287.60.

UNBC offers employee tuition waivers (includes spouse and dependents), excellent benefit and pension packages, employee training and development opportunities, as well as relocation assistance. For more details please see:

<http://www.unbc.ca/human-resources/employee-benefits>

<http://www.unbc.ca/human-resources/unbc-pension-plan>

Normal hours of work will be between 8:30am – 4:30pm, Monday through Friday.

## Our Commitment to Diversity and Employment Equity

The University of Northern British Columbia is fully committed to creating and maintaining an equitable, diverse, and inclusive environment that is accessible to all. We are devoted to ensuring a welcoming, safe, and inclusive campus free from harassment, bullying, and discrimination. This commitment is woven into our motto and mission. In the Dakelh language, UNBC's motto 'En Cha Huná translates to "they also live" and means respect for all living things. Through the respect for all living things, we are able to grow and learn better together, each bringing our own unique individual differences and contributions to inspire leaders for tomorrow by influencing the world today.

Employment equity requires that we remove barriers and overcome both direct and indirect discrimination. In this way, the pool of excellent candidates increases substantially. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

## About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. UNBC's excellence is derived from community-inspired research, hands-on learning, and



alumni who are leading change around the world.

Since time immemorial, Indigenous peoples have walked gently on the diverse traditional territories where the University of Northern British Columbia community is grateful to live, work, learn, and play. We are committed to building and nurturing relationships with Indigenous peoples, we acknowledge their traditional lands, and we thank them for their hospitality. UNBC's largest campus in Prince George is located on the traditional unceded territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia.

UNBC consistently ranks in the top three in its category in the annual Maclean's university rankings. UNBC also recently placed among the top five per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.

With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.

## To Apply

The University of Northern British Columbia is committed to employment equity and encourages applications from the four designated groups (women, Indigenous peoples, persons with disabilities, and members of visible minorities) as well as the 2SLGBTQ+ communities and individuals with intersectional identities.

Persons with disabilities, who anticipate needing accommodation for any part of the application and hiring process, may contact UNBC Health & Wellbeing at [employee wellbeing@unbc.ca](mailto:employee wellbeing@unbc.ca). Any personal information provided will be maintained in confidence.

**Internal applicants from CUPE Local 3799 will be given priority consideration.**

Please forward your resume and proof of education (e.g. copy of transcripts or copy of degree/diploma) and include the competition number #25-086CU in the subject line to:

Human Resources, University of Northern British Columbia,  
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: [HRecruit@unbc.ca](mailto:HRecruit@unbc.ca)

Inquiries: (250) 960-5521

*All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.*

**Applications will be accepted until 4:30PM on October 3, 2025.**

