

## INTERNAL & EXTERNAL JOB POSTING

### Digital Navigator

ISANS is seeking a part-time **Digital Navigator** to provide technology support to ISANS staff and clients. Reporting to the Supervisor and Manager, Refugee Resettlement, these positions will be responsible for:

- Coordinating, administering and leading onsite digital orientations for new clients
- Providing support to clients and staff in the use of online platforms and programs, such as Zoom, Skype, and LMS needed to access courses
- Supporting staff working at the Welcome House and or any other Special Resettlement Initiative offsite with IT service and support
- Coordinating distribution of the Chrome Books to all eligible newly arrived GAR clients upon arrival and stay at the temporary accommodation
- Working on projects to support and advance online learning in consultation with relevant stakeholders

#### General responsibilities:

- Contribute to smooth team operations by responding to emails in a timely manner and providing information as required
  - Keep up with internal communications via email and ISANS intranet
  - Review and adhere to ISANS values, workplace policies and procedures
  - Record all relevant client information in databases in a consistent and timely manner as appropriate to the position
  - Participate fully in regular staff meetings, team meetings, training and development, and ISANS events
- Perform other duties as required

#### The ideal candidate for this position will have the following:

##### Education:

- Bachelors Degree or equivalent combination of education and experience will be accepted

##### Experience:

- Experience working in a cross-cultural environment; delivering direct service to immigrants preferred
- Experience in supporting staff in the use of technology

##### Knowledge:

- Understanding and knowledge of common office hardware and software
- Understanding and knowledge of telecommunication software
- Understanding and knowledge of learning management systems and educational technology

##### Skills:

- Strong written and verbal English communication skills
- Ability to work independently and as part of a team
- Strong time management and organizational skills
- Proficient with MS Office applications
- Additional languages an asset

#### ISANS Core Competencies

##### Cultural Competency; Equity, Diversity & Inclusion

- Embracing the value that different perspectives and cultures bring to an organization

##### Collaboration

- Working collaboratively with others across the organization to achieve shared objectives

##### Continuous Learning

- Continually seeking new knowledge and skills, as well as developing existing capabilities

##### Innovative Thinking

- Introducing new ways of looking at problems and developing useful ideas that are new, better, or unique

**Accountability**

- Holding self and others responsible and accountable to being transparent and principled in our approach and to meeting commitments

**Respect**

- Actively encouraging an environment of fairness, honesty and integrity for all

**Terms of Employment**

- Fixed-term contract to March 31, 2023, renewable pending funding confirmation
- Part-time, 17.5 hours per week
- During the COVID-19 pandemic, your work location may be at ISANS' office or at home. Work location will be determined by operational requirements, public health recommendations, and government requirements.

**Commencement Date:** ASAP**Closing Date:** Monday, August 15 ,2022 -4.00pm

**To apply:** Please e-mail your resume and cover letter merged into one document to [careers@isans.ca](mailto:careers@isans.ca), stating the title of the position you are applying for in the subject line.

ISANS is dedicated to inclusiveness, equity, and accessibility. We are seeking talented individuals to join our team and welcome applications from all diverse groups. We encourage applicants to self-identify in their cover letter and request any accommodation required to support them during the recruitment process.

Only those eligible to work in Canada will be considered for this position.

**We wish to thank all applicants for their interest and effort in applying for this position.  
However, only candidates selected for interviews will be contacted.**