

INTERNAL AND EXTERNAL JOB POSTING

Digital Navigator, Digital Transformation and Technology Support

ISANS is seeking 2 Digital Navigator(s), to provide technical and digital support to ISANS clients ranging from literacy to CLB 8 as they access various programs and services within the organization. In addition, overseeing the coordination and maintenance of the ISANS Tech Lending library, ensuring accurate record-keeping of all client interactions. Reporting to the Supervisor, Digital Transformation and Technology Support, this role is responsible for:

- Coordinate, conduct, and lead onsite digital orientations and drop-in sessions for clients
- Offer individualized and/or group in-person/virtual support sessions to clients in using online tools and technologies, such as Microsoft Teams, LMS platforms, and other websites
- Manage the inventory and circulation of digital devices within the Tech Lending Library
- Act as a liaison between clients and staff for the distribution and retrieval of digital devices
- Assist clients in setting up and effectively utilizing loaned equipment from the Tech Lending Library
- Participating in offsite projects and initiatives as required, collaborating with other program teams
- Ensure all client interactions are promptly recorded in relevant databases such as NewOrg, iCARE, LaMPSS etc. following established guidelines
- Provide support to evening programs as required
- Stay abreast of industry trends, research and recommended practices for online delivery and technology supports
- Network and initiate new connections within the industry while maintaining existing relationships with other Service Provider Organizations

General responsibilities:

- Contribute to seamless team operations by promptly responding to emails and providing necessary information
- Stay updated on internal communications via email, Connect, Teams and other channels
- Adhere to ISANS values, workplace policies, and procedures
- Consistently and accurately record relevant client information in databases.
- Participate fully in regular staff meetings, team meetings, training and development sessions, and ISANS events
- Perform additional duties as needed

The ideal candidate for this position will have the following:

Education:

- Bachelor's degree or equivalent combination of education and experience
- Recognized TESL qualification or completion of the CLB Bootcamp online training (<http://learn.language.ca/>) considered an asset

Experience:

- Minimum of 2 years' experience in a similar position involving adult education
- Experience working in a cross-cultural environment and providing direct service to immigrants
- Experience in online teaching/learning an asset

Knowledge:

- Understanding of adult education principles
- Familiarity with 21st Century learning principles
- 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 organization 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 (until 2027) and Indefinite contract
- Full-time, 35 hours per week
- Hybrid work environment: work location will be determined by operational requirements, prioritizing ISANS mission and clients to determine the right balance of in-person and virtual work.

Commencement Date: ASAP

Closing Date: Tuesday January 6, 2026

To apply: E-mail your resume and cover letter merged into one document to careers@isans.ca, stating in subject line the position you are applying for.

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.**