



Instructional Design and Documentation Specialist Oakville, Ontario

The Company

GrantStream is a small, fast-growing, privately owned Canadian company in the field of corporate citizenship and community investment, providing unique Internet-based technology and consulting services to demanding FP 500 corporations such as Air Canada, Bell Canada, CN, Honda, Manulife Financial, Shoppers Drug Mart and Suncor. GrantStream, established in 2000, is based in Oakville, Ontario.

The Job

Our rapid growth has created the need for a new permanent, full-time position: Instructional Design and Documentation Specialist. This role is responsible for developing training materials and technical documentation for Web-based software applications that address the needs of the GrantStream's corporate clients and users.

As a member of project teams that include client-facing project coordinators, software developers, quality assurance analysts and client support specialists, the Instructional Design and Documentation Specialist must deliver documentation and training materials that meet client companies' training and documentation requirements.

Ongoing Responsibilities

The incumbent will:

- Scope learning and documentation requirements, analyze expectations of target audiences, define objectives, describe tasks and activities, estimate the resources necessary, develop learning plans, design and develop documents and learning programs.
- Develop detailed design documents and templates.
- Design and develop instructional materials, programs and processes for web-enabled learning strategies including instructor-led and web-based sessions.
- Write, storyboard and edit learning and performance support tools/aids.
- Advise design/development team members of capabilities and limitations of various delivery methods from a design perspective.
- Liaise with Subject Matter Experts as required throughout the design and development process for content validation.

Position Requirements

The incumbent must:

- Develop and maintain complete and accurate project documentation.
- Be highly skilled with authoring tools and other software to develop web-based training assets.
- Adapt and convert existing content for use in various delivery formats (classroom delivery, self-paced, web-based).
- Liaise with development and client support teams to establish, populate and manage documentation and training environments.
- Work within a team environment, handle multiple projects and adapt to frequent change.
- Apply expert knowledge and application of technical writing, adult learning principles and appropriate instructional design methods to the development of documentation and learning products.

Job Description: Instructional Design and Documentation Specialist

Decision Making / Impacts

The incumbent will:

- Consult with Subject Matter Experts to analyze, design, develop, review, edit, implement and evaluate technical documentation and educational materials (such as help pages, web-based demonstrations, online training modules, etc.)
- Ensure that documentation and training materials are written in non-technical, easy-to-read and easy-to-understand language.
- Identify appropriate technologies and activities for training material development.
- Create functionality, tools, and graphics to enhance training interactivity and learning outcomes.
- Ensure documentation and tool content is regularly reviewed and updated.
- Develop and follow standards, templates, and processes that guide the development of quality products while maximizing team productivity and efficiency.
- Prioritize and schedule tasks and ensure timely and accurate development.
- Revise content based upon feedback acquired from surveys and evaluations.
- Conduct needs analysis interviews with client stakeholders on technical writing and instructional design projects.
- Resolve issues on technical writing and instructional design projects.
- Provide regular status updates on all assigned projects.

Required Skills

- Outstanding communication skills and ability to communicate technical information to non-technical persons - effectively, clearly and concisely.
- Outstanding attention to detail.
- Experience with educational authoring tools.
- Excellent technical writing skills, especially in the fields of software and/or technology.
- Advanced knowledge of the Microsoft Office suite of programs, especially Word.
- Experience with Web-based software applications and development processes and the ability to communicate with and derive information from technical experts.
- Ability to take on challenges with continuously evolving software and services.
- Self-starter with strong analytical abilities.
- Proven innovative problem solving skills.
- Ability to multitask and succeed in a fast-paced, ambiguous environment.

Qualifications

- Bachelor degree.
- Formal Instructional Design or e-Learning certification/accreditation.
- Experience in designing and delivering adult education materials.
- Two to five years of experience in Instructional Design and technical writing, ideally in a software development environment

Assets

- French language (written and spoken) and/or other languages.
- Strong knowledge of web development processes.
- Familiarity with web-development and authoring tools including:
 - Mad Cap
 - Camtasia

Salary range

- \$45,000 – \$55,000 commensurate with experience

Reports to

- Manager, Client Services