

<b>Job Title:</b>	Maintenance Instructional Designer	<b>Date:</b>	Jan 2023
<b>Division:</b>	Asset Management	<b>Location:</b>	Victoria (VTC) or Langford (LTC)
<b>Department:</b>	Maintenance Services	<b>Level:</b>	Employee
<b>Exempt / Union</b>	MoveUP	<b>Band / Group Level</b>	Group 11

## DESCRIPTION

Reporting to the Manager, Victoria Engagement and Change Management, the Instructional Designer directly supports the Maintenance Services department's core objective to provide clean, safe and reliable buses by identifying needs and designing training that will enhance the skills and abilities of maintenance employees for today and into the future. As such, the incumbent will be technically skilled, well-spoken and well versed in the key areas of maintenance that includes mechanical, electrical, hydraulic, powertrain, HVAC, fuel systems, body work and more. In addition to current needs, this position will remain committed to the future of BC Transit by developing and facilitating training and curriculum to re-skill our maintenance employees as part of the Low Carbon Program.

## ACCOUNTABILITIES

- Designs and creates new and engaging eLearning material in collaboration with subject matter experts, instructors
- Designs a variety of instructional materials for non-traditional courses that combine live and asynchronous learning modes in cohort-based programs
- Redesign or adapt existing courses for online presentation that are conducive to distance learning programs while still adhering to employer and workforce partner goals
- Review projects and recommend changes to the current learning material, including technology or instructional methods, to better adhere to delivery options for the course
- ELearning administration and project management tasks as it pertains to your projects.
- Consolidates and coordinates a Training Calendar for the department employees inclusive of Fleet and Safety departmental training
- Develops re-skilling programs in support of the Low Carbon Program
- Develops theoretical and practical hands-on training, both in the garage and in the classroom
- Audits
- Prepares and maintains current training aids, video, equipment simulators, and mock-ups in addition to recommending and drafting updates to existing programs, procedures and policy
- Evaluates the effectiveness of each training program through post-training testing or on-the-job observation
- Ensures that all maintenance employees have satisfied and maintain all required certifications and trainings as per established matrices and maintains evidence in the form of logs, records and certificates
- Prepares and presents oral/written reports/recommendations relative to maintenance procedures, personnel requirements, training needs and equipment evaluation
- Develops and maintains procedures for safe work and/or technical repairs and troubleshooting
- Prepares and monitors assigned portions of the department budgets
- Liaises with other departments such as Fleet Management, Infrastructure, Operations or Safety as required to ensure all relevant trainings and certifications are relevant and maintained

- Liaises with colleagues as well as counterparts in the public transit and bus manufacturer industries to exchange information and strategies regarding training methods, best practices or future developments
- May attend applicable committees related to training

## **TECHNICAL SKILLS**

- Ability to effectively develop employee training programs
- Ability to communicate highly technical information to a group or individual in a clear and concise manner within a classroom, maintenance shop or yard setting
- Follows Adult Learning Theory (ALT) which includes the use of training and technology aids
- Knowledge of applicable technical data, tools, specialized test equipment, troubleshooting techniques, and inspection/maintenance procedures
- Understands current training techniques for building training (e.g., lecture, demonstration, student participation, question and answer, student evaluation, etc)
- Ability to interpret and apply CVSE and NSC regulations affecting transit maintenance or operations
- Ensures training remains in compliance with health and safety practices and procedures in the workplace
- Moderate planning and coordination skills to support multi-shift and multi-location operations

## **NON-TECHNICAL SKILLS**

- Communication and interpersonal skills to build and maintain effective relationships with tradespersons as well as office professionals
- Strong interpersonal skills with a focus on customer service, training and support incl. moderate to high levels of conflict resolution with understanding and awareness of emotional intelligence required to train and motivate
- Motivated and energetic with a strong customer service focus and positive team attitude
- Willingness to learn and apply new tools and systems to better support BC Transits bus maintenance
- Attitude conducive to positive employee (i.e.: customer) relations

## **QUALIFICATIONS**

- 5+ years increasingly responsible experience designing training, preferably in public transportation
- Experience working with LMS platforms, especially SAP SuccessFactors
- Experience with Articulate Storyline 360 and other SCORM software
- Proven working experience in instructional design and with instructional technology with examples of innovative design
- Excellent knowledge of eLearning theories and instructional design models.
- Have experience with video, animation, screen recording, voiceover, and vector editing tools preferred.
- Excellent written and oral communication skills, including the ability to effectively convey technical information to non-technical colleagues.
- Excellent project management and organizational skills with the ability to prioritize and manage multiple simultaneous deadlines.
- High level of comfort working independently and managing time
- Strong analytical and problem-solving skills with the ability to engage with complex and unfamiliar subject matter
- Leadership skills is considered an asset

*Note: The BC Transit Low Carbon program includes the commitment to use a transitional fuel type of Compressed Natural Gas (CNG) in our bus fleet today as well as move to a fully electric bus fleet by 2040.*