Position Title: Communications/Ed Tech Lead

Department: Administration

Position Summary

Reporting to the Executive Director, the Communication/Ed tech Lead provides leadership across WEST. Supports the organization key initiatives and projects and manage external relationships. The Communications/Ed tech Lead performs a variety of duties and analysis of significant issues of concern to the agency. You will also develop recommendations based on project findings and provide detailed plans and impact analysis and facilitate the use of research data to improve existing programs to ensure organizational alignment in service of advancing WEST's mission.

Specific Duties and Responsibilities:

Communication/Outreach

- Proactively contribute to the creation of presentation materials relating to data activities for stakeholder discussions
- Provide consultation, make recommendations, give appropriate advice, and/or facilitate decisions
- Present findings to summarize essential information learned through data collection and analysis
- Gather and analyze requirements to develop impactful recommendations and solutions
- Support in delivery of effective marketing programs that achieve company and client objectives
- Create automated data reports as needed, including documentation
- Work collaboratively with staff to design and implement a coordinated and comprehensive evaluation, performance monitoring, learning and communications plan that advances the mission
- Ensure compliance with applicable regulations, standards and guidelines
- Coordinate public relations and outreach initiatives, including press release distribution, awards, company announcements, and speaker proposals
- Measure and report performance of marketing campaigns, gain insight, and assess against goals.

Ed Tech

- Ensure compliance with WEST policies, procedures, and best practices using technology
- Participate in professional development activities to improve knowledge and skills
- Assist teachers and staff with using technology for student evaluation and assessment
- Prepare and refer staff and student to proper support resources when required
- Provide leadership in the development of strategic approaches for the integration of technology into the different curriculums and programs as well as provide information on current best practices, innovations and emerging trends.
- Identify WEST's educational technology needs, barriers and weaknesses; develop, organize and implement solutions for students, teachers, staff and administrators.
- Research and maintain awareness of training and instructional technologies, best practices, emerging technologies and new potentials in educational technology while supporting users (staff and clients) in a multi-platform environment (Zoom, MS Teams, MS Office, Moodle, Google Classroom and Jasper Active)
- Troubleshoot technological problems
- Facilitate learning and thinking within the organization and among community partners, and encourages a culture of candor, accountability and innovation
- Build skill sets and engage in ongoing education for the company
- Facilitate clients/students training including in-class or online instruction, one-on-one meetings and group workshops as needed.
- Create a library of resources by designing guides, recording troubleshooting videos to assist students/staff with technical issues.
- Act as a technical mentor and guide to teachers/staff in the development and maintenance of new technology-based coursework and in applying technology to instructional processes.

Qualifications
- Completion of a College or University program in Business Administration, Computer Science, with 3 to 5 years' relevant work experience
- MBA or working towards completion is an asset
- Knowledge of the non-profit sector is considered an asset; in particular, familiarity with issues relevant to the immigrant service sector and of community programs/services serving immigrants and refugees

- Familiarity with project management methodologies, automated project management tools, workflow redesign, and business process mapping

- Excellent database management, data visualization & analysis experience using analytical tools

- Experience working in a strategic Business Analysis function with a minimum of 3 years of experience consulting towards best practices in a non-profit environment.

- Strong experience leading change when it comes to technical processes and procedures

Essential Skills

- Excellent communication and writing skills

- Self driven. Ability to work diligently with minimal supervision

- Strong Computer Skills

- Ability to complete tasks fully in a timely and quality manner

- Ability to maintain poise, quality of work and efficiency during busy times

- Strong analytical and interpretive skills

- Ability to evaluate and prioritize tasks

- Must be self-motivated, well-organized and possess excellent writing and speaking skills.

- Must be able to promote dialogue, collaboration and influence and empower others

- Demonstrable practical experience working with diverse groups and a variety of tools

Apply in writing with a cover letter and resume to: careers@westofwindsor.com

WEST Inc. reserves the right to hire during the posting period. We thank all candidates for their interest; however, only individuals selected for interviews will be contacted. Due to the large volume of applicants, we regret we cannot confirm that our office has received resumes.

(Accommodations available upon request)