

LEARNING SPECIALIST

Alexander Holburn Beaudin + Lang LLP is a leading regional firm dedicated to providing a full range of business, litigation and dispute resolution services to clients throughout Canada and abroad. We proudly manage a large firm practice, while maintaining the close relationships and culture of a smaller firm.

We are currently seeking a Learning Specialist with solid work experience and educational background to join our team. Reporting to the Director, Information Technology, the position of Learning Specialist is responsible for overseeing all facets of education for the effective use of the technology solutions under the responsibility of the IT department. Your primary role will be to develop and maintain the learning curriculum for software applications and other services that comprise the core set of technology “tools” utilized by all members of the firm. You will deliver the educational material through in-person training and by offering “self-serve” training through our online learning management system which will host interactive tutorials that you will maintain on an ongoing basis. As a member of the IT department, your secondary role will be to provide additional first level help desk support to our user community and be involved in minor initiatives and major projects in support of the IT department.

Responsibilities:

- Maintain the curriculum of learning resources as it pertains to the on-boarding of new hires; new technology solutions and software upgrades; and, other new initiatives that utilize technology.
- Deliver blended learning solutions including classroom sessions, group presentations, individual coaching, and webinars.
- Liaise with practice group members, the Human Resources department, and the Director of Associate and Student Programs to establish learning objectives and develop learning plans for staff and lawyers.
- Produce learning resources such as video tutorials, quick reference guides and other job aids.
- Provide advanced support for the Microsoft Office suite of products - particularly trouble-shooting formatting issues and fixing “broken” Word documents; and, assisting with Excel spreadsheet design and manipulation.
- Participate in the identification and development of new technology initiatives and provide ad hoc project management and coordinate pilot testing as required.
- Provide level one helpdesk coverage as required.

Qualifications:

- Minimum 5 years of related experience, preferably within a law firm environment.
- A degree or certificate in either Technology related post-secondary education and/or five years of experience in Information Technology; or Adult Learning and Development preferred.
- Full proficiency with suite of Microsoft Office products, specifically Microsoft Office 365 and familiar with document management software. Certification as a Microsoft Office Specialist is desirable.
- Current knowledge of training and development best-practices and adult learning principles.
- Strong presentation and public-speaking abilities.
- Enthusiastic, high energy, dynamic personality with the ability to motivate and inspire users at all levels.

Salary:

AHBL offers a competitive salary and benefits package including health and dental plan, an Employee Assistance Program (EAP) and a matching RRSP Program after 2 years of employment with the firm.

Diversity + Inclusion:

We value diversity and inclusion at our firm. We are committed to providing equal opportunities in employment and maintaining a workplace free from discrimination and harassment. This means that all job applicants, employees, and partners will receive equal treatment regardless of age, culture, ethnicity, gender, nationality, physical ability, race, religious belief, and sexual orientation.

We would like to thank all applicants; however, only successful candidates will be contacted. Please submit resumes to hrinfo@ahbl.ca.