



Canadian Mental  
Health Association  
British Columbia  
*Mental health for all*

CMHA BC Division  
905-1130 West Pender Street  
Vancouver, BC, V6E 4A4  
Tel: (604) 688-3234 or 1-800-555-8222  
[www.cmha.bc.ca](http://www.cmha.bc.ca)

## Job Posting - Casual Temporary

### Technical Support Worker

*Founded in 1918, the Canadian Mental Health Association (CMHA) is a national charity that helps maintain and improve mental health for all Canadians. As the nation-wide leader and champion for mental health, CMHA promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness.*

We are looking for someone to join our team for a 3 month assignment starting May 1, 2020.

#### ABOUT THE JOB:

The Technical Support Coordinator supports the National Manager in the areas of the virtualization of Living Life to the Full courses and provides technical support to facilitators for the Living Life to the Full / Vivre sa vie, pleinement program. The Coordinator is also responsible for monitoring the online course registration portal and will administrate the platform to sell e-books.

#### DUTIES AND RESPONSIBILITIES:

##### Course-related digital expertise

- Provide technical support to facilitators offering online courses
- Work collaboratively with the national web development team and provide input and support with the e-book portal launch
- Evaluate the need and requirements for e-books and website.
- Coordinate the e-book portal launch
- Assign e-book logins to CMHA branches/partners
- Update and maintain online course pages and website

*We are an employer who values diversity and encourages applications from women, people of all sexual orientations and gender identities, persons with disabilities, members of visible minorities, and Indigenous people. Please do not hesitate to self-identify in your application if you feel comfortable doing so.*

## **Data management/Coordination**

- Keep track of the participant waitlist by storing contact forms information
- Coordinate participant registration process
- Keep track of the e-book login sales by partners
- Liaise prospective participants with partners/facilitators
- Sustain relationships with CMHA branches involved in the online course delivery across the country
- Coordinate the registration process through a registration platform
- Liaise with Resource Clearinghouse Coordinator for participant printed material order/delivery
- Administer e-book platform

## **Marketing/promotion of online courses**

- Work collaboratively with the communication department to develop a strategy to market the online courses
- Other duties as assigned.

## **ABOUT YOU:**

### Education

- Grade 12 equivalence and certification in a relevant field
- Knowledge of specialized and personal computer systems and databases, internet, videoconference software
- Knowledge of Word Press content management system

### Experience

- Two years relevant experience
- Project coordination with a commitment to high standards of quality
- Demonstrated ability to work independently and collaboratively  Adapt and work under pressure
- Detail oriented
- Communicate effectively, both orally and in writing
- Resourcefulness and innovation to solve problems
- Assess and prioritize multiple tasks, projects, and demands
- Establish and maintain effective relationships and partnerships with internal and external stakeholders

## **WORKING CONDITIONS:**

- This position is located at CMHA BC Division office in downtown Vancouver. Due to COVID-19, if the office remains closed, the work will be completed remotely.
- Depending on workload, the hours will fluctuate between 7.5 hours (1 day) to 15 hours (2 days) per week. Due to COVID-19, if the BC Division office remains closed, there may be some flexibility in scheduling.
- This is a casual position with a start date of May 6, 2020. The term of this casual temporary assignment will end on July 31, 2020
- The Technical Support Coordinator position is a unionized position under the Community Subsector Association Collective Agreement. The pay rate as determined by the CBA Wage Grid is \$23.07 per hour.

## **HOW TO APPLY:**

Please submit your resume along with a cover letter, clearly documenting how you satisfy the requirements outlined in this job posting to [cmha.careers@cmha.bc.ca](mailto:cmha.careers@cmha.bc.ca) by 5pm on May 1, 2020. We regret that only short-listed candidates will be contacted to schedule an interview.