

Instructor, Customer and User Experience

Applied Computer Education

Applicants are to clearly demonstrate how they satisfy the selection criteria in their written submissions and must identify the competition number they are applying for in the subject line of the email.

This competition may be used to establish a 12 month eligibility list of qualified candidates for future vacancies.

DUTIES

Reporting to the Chair of Applied Computer Education, the Instructor(s) will teach both online and on-campus courses for Applied Computer Education programs. Courses cover topics such as user experience and customer experience. The Instructor may also be required to teach other courses in Applied Computer Education programs; if necessary, time for professional development to develop relevant skills will be provided. Duties also include collaborating on course development and updating courses. Successful candidates will also contribute to the learning environment of the department by committing to ongoing professional development to stay current with industry practices, supporting the learning of peers, and participating in departmental and College projects and committees. Solid technical expertise paired with strong communication and intercultural skills are required to inspire students in a blended learning environment. Full-time and part-time opportunities are available.

REQUIRED QUALIFICATIONS

- Diploma in a related field; an equivalent combination of education and experience may be considered
- Experience in Customer Service, Customer Experience and/or User Experience
- Experience with documentation and technical writing
- Excellent presentation skills
- Strong written communication skills
- Excellent verbal communication skills
- Strong intercultural skills
- Effective interpersonal and conflict resolution skills
- Demonstrated ability to stay current with changes in technology and processes
- Ability to work remotely and on campus
- Experience building a respectful workplace culture that promotes diversity, learning and continuous improvement

ASSETS

- Experience with personas and user stories
- Experience with user experience philosophies and practices
- Experience with service management philosophies and practices
- Experience teaching in a post-secondary environment
- Experience mentoring, leading a team, training or coaching
- Experience developing courses or training materials

CONDITIONS OF EMPLOYMENT

- Applicants must be legally entitled to work in Canada
- This position may be required to work evenings and/or weekends
- Instructors are required to complete the Teaching for Learning (TFL) in Applied Education program or have previously completed the Certificate in Adult Education (CAE)
- This position may be required to work throughout the academic year including the summer months

RRC Polytech campuses are located on the lands of Anishinaabe, Ininiwak, Anishinew, Dakota, and Dené, and the National Homeland of the Red River Métis.

COMPETITION NUMBER

2022-244

CLOSING DATE

June 1, 2023

SALARY

\$58,744 - \$87,246 per annum*

*The successful candidate with a Master's or PhD in a related field will receive an Educational Supplement of \$2,725 or \$5,450 per annum, respectively, pro-rated on an hourly basis

POSITION LOCATION

Exchange District Campus
(Winnipeg, MB)

POSITION TYPE

2 Full-Time Positions Available

APPLY ONLINE AT

rrc.ca/careers

RRC Polytech is a leader in applied learning and innovation. Our talented team of employees is passionate about education, innovation and student success. We offer competitive salaries, extensive benefits and the opportunity for personal and professional growth in a rewarding career.

At RRC Polytech we are committed to fostering an inclusive environment, where all employees and students feel valued, respected and supported. We aspire to have a workforce that is representative of the diversity within our communities, and welcome applications from women, Indigenous persons, racialized persons, persons with disabilities, persons of all sexual and gender identities and others who may contribute to the further diversification of ideas. All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.

If you require this information in an alternate format, please contact humanresources@rrc.ca.



RRC Polytech is committed to providing accessible employment, and ensuring that our recruitment, assessment and selection process is barrier free. If a candidate requires accommodation during the hiring process, Human Resources Services will work with the individual to meet their needs. We thank all applicants for their interest, but only those selected for an interview will be contacted. For more information and other employment opportunities, visit rrc.ca/hr