ConnexOntario is a free and confidential provincial service available 24/7 that supports individuals concerned about mental health, substance use, or gambling-related issues. Accessible by phone, text, live chat, email, and web, ConnexOntario helps connect Ontarians, their loved ones, and service providers to appropriate programs and services across the province.

Our knowledgeable and experienced staff provide supportive listening, education about available services, help individuals understand their options and what to expect, and support next steps in accessing care. Services may include information and referral, system navigation, warm transfers, e-referrals, and follow-up support to help individuals overcome barriers and connect to the services they need.

Whether someone is actively seeking treatment, supporting a loved one, exploring their options, or simply looking for someone to talk to, ConnexOntario is here to provide the right support at the right time.

IT Applications QA & Training Developer

(Permanent/Full-time position: 37.5/week)

We are recruiting for a new position.

Essential duties & responsibilities:

Under the supervision of the *Application Developer and System Support Team Lead*, the *IT Applications QA & Training Developer* is a multi-faceted role that incorporates several functions for the organization. They are responsible for the user-level testing of internally developed applications. They are responsible for managing the JIRA board that tracks the development activities. They are accountable for the development, delivery, and maintenance of application training strategies, materials, and processes to meet the needs of internal and external stakeholders. This position also assists in business requirement gathering and documentation.

Specific functions:

- Develop strategies and conduct Quality Assurance testing to ensure product releases are error-free.
- Resolve ConnexOntario products' concerns through technical troubleshooting with stakeholders.
- Development and maintenance of hardware and software training strategies, application training materials, and facilitation of user training for product launch/changes.
- Coordinate and facilitate internal and external user training.
- Communicate product changes to appropriate stakeholders, and update training materials to reflect changes.
- Liaise with internal departments to investigate and escalate technical issues as appropriate, document tickets, training tickets, and technical issues. Ensure those issues are escalated and resolved in a timely fashion.
- Seek opportunities to propose solutions and improvements as related to product usage.
- Verify the consistency and accuracy of the data entered using data quality checks and UAT processes.

- Collaborating with the internal and external working committees to reach project goals and objectives.
- Responsible for user onboarding and offboarding for ConnexOntario products/applications.
- Continuously upgrades sector knowledge and skills applicable to the needs of the position.

Requirements and qualifications:

- One to two years of experience in progressive learning and development, including experience in designing, curating, and rolling out on-demand learning strategies.
- Experience with demonstrated results in the hands-on design of blended learning solutions (i.e. instructor-led, e-learning, m-learning, action learning, self-paced).
- Post-secondary education (or relevant combination of education and experience) in Adult Education or Training and Development, eLearning is preferred.
- High comfort level in using different technologies and software.
- Experience with ticketing systems like JIRA is preferred.
- Experience in MS Office applications.
- Experience with training tools and learning tools like Scribe is preferred.
- Attention to detail, the ability to meet multiple deadlines, and the capability to multitask.
- Excellent communication, interpersonal, and diplomacy skills.
- Excellent organizational skills.
- Project management experience is an asset.
- Ability to work independently and as a team member.
- Experience working in the health or social services field is preferred.
- Bilingual in French and English would be considered an asset.

We offer:

- Salary: $32.00 to $36.00 per hour
- Comprehensive benefits package
- Health and care leave days
- Compressed workweek option
- Vacation credits
- Define Benefit Pension Plan through HOOP

We also offer the opportunity to become part of a vision that continuously raises the bar for empathy and customer service. We truly believe that we have the opportunity to make a positive impact on our clients' lives and our community.

If you believe that you can be part of this, please send your Resume and Cover Letter to hr@connexontario.ca

ConnexOntario Health Services Information is an employment equity employer that embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop and retain talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences and perspectives.

In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act (AODA) and our organization's policy, accommodations will be provided at any point throughout the hiring process. If you require an accommodation, please let us know in your cover letter.

We leverage AI in our recruitment process to streamline tasks like scheduling interviews and organizing applications. We ensure all tools comply with human rights and privacy legislation. While AI supports our efficiency, every final hiring decision is made by our people.

We thank you for your interest; however, only selected candidates will be contacted for an interview.

A satisfactory Police Criminal Records Check/Vulnerable Sector and references Check will be required before hiring.