

Job Posting: 177297 - Position: S26 Learning Technology Rover (LT Hub) 177297

Co-op Work Term Posted:	2026 - Summer
App Deadline	01/26/2026 09:00 AM
Application Method:	Through UBC Science Co-op
Posting Goes Live:	01/19/2026 02:53 PM
Job Posting Status:	Approved

ORGANIZATION INFORMATION

Organization	Learning Technology Innovation Centre (LTIC)
Address Line 1	1170-2329 West Mall
City	Vancouver
Postal Code / Zip Code	V6T1Z4
Province / State	BC
Country	Canada

JOB POSTING INFORMATION

Placement Term	2026 - Summer
 Job Title 	S26 Learning Technology Rover (LT Hub) 177297
Position Type	Co-op Position
Job Location	Vancouver, BC
Country	Canada
Duration	8 months
Work Mode	Hybrid
Salary Currency	CAD
Salary	2825.0 per month for 35 Major List
Salary Range \$	\$2825 - \$2925 per month
Job Description	

Job Summary - Learning Technology Rover (LT Hub)

PLEASE NOTE: Applications *must* include a cover letter. Applications without cover letters will be discarded unread.

The primary duties of the Learning Technology Rover (LTR) role are to provide initial or Tier 1 support for faculty members, TAs, and fellow students in their use of learning technologies to teach and learn, and to assist the LT Hub in managing, testing, and documenting UBC's learning technology services. Many faculties hire LTRs but at the LT Hub, as part of a key central unit, you get a chance to interact with an impressive variety of individuals across both campuses and have a leading role in helping implement, maintain, and support essential learning technologies at UBC.

We hire people with and without formal backgrounds in technology. The key attributes we look for in prospective employees are communication skills (written and oral), teamwork, customer relations, curiosity, an aptitude for problem-solving, and an interest in - and passion for - the use of technology in learning.

The role includes providing support and troubleshooting in the use of learning technologies, as well as providing appropriate referrals to other services, such as faculty-based support units, UBC IT, CTLT, and the Chapman Learning Commons. This is a hybrid position with approximately 2 to 3 days at our office on-campus at UBC Point Grey and the rest work-from-home. We are hiring for **May 2026 to December 2026 (8 months)**

This job provides an opportunity for those interested in technology but who do not necessarily have a formal technical background to get hands-on training and experience with a variety of different software systems and products, the chance to "see behind the

"curtain" in terms of how courses at UBC are taught and designed, and the chance to interact directly with instructors while assisting them with their vital teaching work. This job will take your professional communication and interpersonal skills to the next level as you write and present a variety of materials to a wide assortment of audiences. If you want to kick your problem-solving skills up a notch and enjoy helping people overcome challenges as part of a supportive team of co-workers, this is the job for you.

Salaries range from \$2825-\$2925/month, based on number of previous co-op work terms completed.

Please note if you require a work permit to work full-time in Canada, you must have a valid work permit by the time of the interview; we regretfully cannot consider applicants who are still waiting for their work permits to be approved.

Work Performed

- Provides initial or Tier 1 learning technology support to faculty members, TAs, and students via email, Zoom, and phone by gathering information, analyzing the systems, determining the problem and providing a resolution if possible
- Troubleshoots technical issues as they arise; ensures that issues are reproduced, documented, and appropriately referred as needed
- Supports UBC community members in the use of Canvas, such as uploading course materials; creating tests, assignments, etc.; and providing training on how to use other tools available within Canvas
- Supports students in the use of Canvas, Webwork, Respondus Lockdown Browser, Gradescope, iClicker, and other UBC learning technologies, especially with respect to online exam & test support and accessing publisher content
- Supports and trains UBC community members in the use of Zoom, Kaltura, MS Teams/OneDrive, Respondus LockDown Browser, iPeer, WeBWorK, Blogs, Wikis, and other tools as appropriate
- Supports and trains UBC community members on the creation of DIY video and the use of screencasting tools, including recording technologies and editing software such as Camtasia, Kaltura, and iMovie
- Creates clear and detailed step-by-step documentation and how-to videos
- Supports the activities of the LT Hub and its staff by assisting with documentation, editing, and other duties as necessary
- Refers UBC community members, as appropriate, to faculty-based teaching and learning support units, CTLT, the Chapman Learning Commons, or the IT Service Centre as needed
- Maintains an accurate record of issues faced by UBC community members
- Participates actively in the UBC rover community, including attending required training provided by the LT Hub, as well as sharing and disseminating issues, resources, and exemplars
- Performs other duties as assigned

Job Requirements

Education/Work Experience

- Experience as a student at UBC
- Experience in customer service; helpdesk support experience a plus
- Experience and knowledge of technology and an interest in its use for teaching and learning

Skills

- Familiarity with use of learning technologies in various UBC courses
- Excellent communication and customer service skills
- Basic understanding of HTML and CSS an asset
- Ability to effectively express ideas in speech and writing to faculty, staff, and students
- Ability to gather and analyze facts, define problems, and devise solutions
- Ability to display initiative and creativity with high productivity
- Ability to multi-task, prioritize, and manage time effectively
- Ability to work efficiently and independently
- Responsible, professional, reliable

Reporting

This position reports to Kalev Hunt, LT Hub Support Manager.

Citizenship Requirement N/A

Position Start Date May 01, 2026 12:00 AM

Position End Date December 31, 2026 12:00 AM

APPLICATION INFORMATION

Application Procedure Through UBC Science Co-op
Cover Letter Required? Yes
Address Cover Letter to Ms. Florence Kam
Special Application Instructions

Cover letter required

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