



## Senior Training Lead – Network Operations Control (NOC) (COMPETITION #GTC0037)

<b>Employee Status:</b>	Regular
<b>Bargaining Unit:</b>	Non-Union
<b>Pay Range:</b>	\$86,147 - \$117,086
<b>Location:</b>	Oakville, ON.
<b>Closing Date:</b>	01-Apr-2022

**Metrolinx** is connecting communities across the Greater Golden Horseshoe. Metrolinx operates GO Transit and UP Express, as well as the PRESTO fare payment system. We are also building new and improved rapid transit, including GO Expansion, Light Rail Transit routes, and major expansions to Toronto's subway system, to get people where they need to go, better, faster and easier. Metrolinx is an agency of the Government of Ontario.

We embody our values in everything that we do. We Serve with Passion, Think Forward, and Play as a Team. If you can relate, we want to hear from you!

Our Network Operations Control - PMO Office is seeking a Senior Training Lead to lead the development of the training strategy and deliver and coordinate training services for the Network Operations Control (NOC) Office, based on continuous improvement, knowledge management and business process management principles. This includes the design, development, and evaluation of training programs and materials.

### What will I be doing?

- Create/maintain the NOC training strategy and plans based on needs analyses and in accordance with Metrolinx Learning & Development strategy and the NOC Continuous Improvement, Knowledge Management and Business Process Management Framework principles.
- Design and deliver training programs and coordinate participation in corporate training initiatives related to technical and soft skills identified in the strategy. Determine instructional methods and develop teaching aids and training materials.
- Review and approve training material developed externally (if required) and ensure all initiatives and materials adhere to corporate policies and statutory regulations, including health and safety, employment, and equality laws. Design and apply assessment tools to measure training effectiveness and make recommendations on program design/content.
- Develop and report on NOC training metrics, looking for continuous improvement opportunities, including tracking training attendance and maintaining employee training records and certifications.
- Identify, mentor and coach Subject Matter Experts within the organization to help deliver training and instructions.
- Meet training delivery objectives and manage project activities within budgetary limits, and monitor progress to ensure that training objectives are delivered on time and within budget organizationally and through relationships with training vendor partners by setting clear expectations and performance expectations and measures of success.
- Support Quality Assurance initiatives within the NOC including exercise and post incident review facilitation.
- Provide creative thought leadership with input from others to develop and deploy a strategic vision for the customer care and service delivery.

### What skills & qualifications do I need?

- Completion of a degree in education, training, learning and development, Business Administration, or a related discipline – or a combination of education, training and experience deemed equivalent.
- Minimum six (6) years' experience in training design and delivery and people leadership

- Experience in rail or transit operations as well experience in rail and/or transit training design and delivery would be considered an asset.
- Assets: Adult Education, Change Management certification (Prosci/Adkar), Route, Rail, Area or Rail Traffic Control, CROR certification or previous certification, experience developing and providing training on technical/software applications.
- Experience developing and presenting training material; with knowledge and/or skills-based training objectives.
- Project management skills, including work planning, monitoring and evaluation expertise to manage multiple projects with competing priorities and tight deadlines.

**Accommodation:**

Accommodation will be provided throughout the hiring process, as required. Applicants must make their needs known in advance.

**Application Process:**

All applicants must be legally entitled to work in Canada. Metrolinx will be using email to communicate with you for all job competitions. It is your responsibility to include an updated email address that is checked daily and accepts emails from unknown users. As we send time sensitive correspondence, we recommend that you check your email regularly. If no response is received, we will assume you are no longer interested in pursuing the opportunity. Please be advised that a Criminal Record Check may be required of the successful candidate. Should it be determined that any background information provided be misleading, inaccurate or incorrect, Metrolinx reserves the right to discontinue with the consideration of your application.

To apply for this position, please submit your resume online through the Current Opportunities page at: <https://metrolinx.taleo.net/careersection/jobdetail.ftl?job=GTC0037&lang=en>.

Metrolinx employees are required to be fully vaccinated against COVID-19 in accordance with Metrolinx's Mandatory COVID-19 Vaccination Policy as a condition of being eligible for the recruitment process. Proof of COVID-19 vaccination will be required. If you are not able to obtain COVID-19 vaccination for a reason related to a protected ground of discrimination under applicable human rights legislation, you can request accommodation from Metrolinx.

**We thank all applicants for their interest, however, only those selected for further consideration will be contacted.**

**AN EQUAL OPPORTUNITY EMPLOYER**