

Community Manager - ORCID-CA

Who We Are

The Canadian Research Knowledge Network (CRKN) is a partnership of Canadian universities, dedicated to expanding digital content for the academic research and teaching enterprise in Canada. Through the coordinated leadership of librarians, researchers, administrators and other stakeholders in the research community, CRKN undertakes large-scale content acquisition and licensing initiatives in order to build knowledge infrastructure and research and teaching capacity in Canada's universities.

On April 1st, 2018 CRKN merged with Canadiana.org which has allowed our teams to cohesively pursue a united and coordinated strategy to leverage Canadian heritage and scholarly content. As a merged organization, CRKN will continue its core licensing activities for scholarly journal content, while expanding support for the digitization, access and preservation of Canadian heritage content through the services of Canadiana.

The Role

Reporting to the Director, Strategy and Engagement, the Community Manager - ORCID-CA is an enthusiastic and motivated team member with exceptional communication skills, whose primary function is to support the development of ORCID in Canada. This includes creating resources and materials for ORCID-CA members to promote and integrate ORCID on their campuses, preparation and meeting support for the ORCID-CA governing and advisory committees, highly responsive member support, and all other program management of ORCID-CA. This position requires an individual with a strong sense of service delivery, the ability to communicate in both official languages, and an ability to engage with a variety of stakeholders.

Applicants must have demonstrated excellence in writing and communication skills, and while no technical certification is necessary, a demonstrated ability to master evolving technologies is required. An understanding of scholarly publishing and research infrastructure, as well as university administration is required. Experience in research and scholarly communication is highly desirable.

Duties and Responsibilities

Communications and Outreach (45%)

- Under the guidance of the ORCID-CA Advisory Committee, develop, coordinate, and execute an ORCID-CA strategic stakeholder engagement plan
- Under the guidance of the ORCID-CA Governing Committee, develop and coordinate an ORCID-CA strategic plan that includes goals and success metrics for ORCID in Canada
- Under the guidance of the ORCID-CA Governing Committee, create yearly organizational plans that identify tactics assigned to goals and objectives as defined in the ORCID-CA strategic plan
- Develop and deliver presentations on ORCID and ORCID-CA for a variety of internal and external stakeholder audiences including ORCID-CA member institutions, funders, and researchers
- Design and host webinars for a variety of target audiences including, but not limited to, prospective ORCID-CA members, current members preparing for technical integrations, researchers and faculty, university administrators, funders, and other stakeholders
- Develop training materials, resources, and guides for members to use within their own institutions, by adapting existing and creating new ORCID materials suited to the bilingual Canadian context
- Act as a liaison point between members, for the sharing of common practices
- Recommend improvements in tools and practices for use by ORCID-CA members

- Develop and maintain content on the ORCID-CA website

Member Services and Technical Support (40%)

- Support new ORCID-CA members by providing resources and identifying best practices to make the most of ORCID in their own institutional context
- Provide technical support, using a client-centred approach, to ORCID-CA institutional members as they plan and build their initial integration using the ORCID API to their specific requirements
- Respond to ongoing support requests and inquiries, tracking and resolving issues or escalating to ORCID support as required
- Serve as the primary liaison between the ORCID-CA Consortium and ORCID, sharing feedback to ensure continuous improvement of the experience for both end users and ORCID-CA members
- As required, analyze and track the adoption of ORCID in Canada

Committee Support (15%)

- Participate as the primary staff support to the ORCID-CA Governing and Advisory Committees, working with the respective Chairs to prepare meeting agendas, prepare and deliver meeting materials in advance of the meeting and provide minutes
- Track action items between meetings and ensure that the decisions of the Governing Committee and Advisory Committee are properly documented

Other duties may be assigned as required.

Qualifications:

The ideal candidate will possess the following qualifications of education, experience and skills:

- Minimum of a post-secondary degree preferably, in a field such as library and information studies or communications. An advanced degree with familiarity in scholarly communications would also be considered. Those with education and experience in a comparable field may be considered.
- Experience in, or strong familiarity with, academic research and associated scholarly publishing
- Bilingualism, including the ability to present in both official languages is required
- Exceptional communication skills and a strong work ethic; ability to prioritize effectively and accomplish tasks in a dynamic, independent environment
- Familiarity working with committees and supporting a not-for-profit governance structure
- Experience/familiarity with content management systems for websites, such as Drupal
- Motivated and results-driven, with a high-level of energy, enthusiasm, and initiative
- Project management and/or marketing experience would be considered an asset
- Relevant professional experience in supporting users in a technical environment
- Basic programming experience, including experience working with APIs, as well as HTML and XML, would be considered an asset
- Process improvement and/or technical documentation experience
- Team player with demonstrated ability to adapt to changing environments and multiple deadlines, and to work well under pressure with discretion, tact, and good judgement
- Strong attention to detail
- Ability to travel on occasion when required.

Please note that bilingualism (writing and oral) is required for this position.

Benefits

CRKN offers a generous benefits package including vacation, health and dental benefits, and pension match.

Term

This is a three-year term position, with the possibility of renewal.

Location

Preference will be given to candidates located in, or willing to relocate to Ottawa, Ontario. Remote work may be considered for this role.

To Apply

Please send a letter of application and resume via email to:

Canadian Research Knowledge Network
Attn: Rebecca Ross, Director of Strategy and Engagement
Email: hr@crkn-rcdr.ca

(Please reference **Community Manager - ORCID-CA** in the e-mail subject)

Closing date: October 18, 2019

We thank all applicants for their interest in CRKN, however only those candidates selected for an interview will be contacted.

CRKN is an equal opportunity employer, with policies and practices intended to build an inclusive and accessible work environment. If you require accommodation during the recruitment process, please include in your cover letter when applying for the position and all efforts to provide the appropriate accommodation will be put into place.