1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>991739, 991738</th>
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<tbody>
<tr>
<td>Position Title:</td>
<td>Community Support Specialist</td>
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<tr>
<td>Department:</td>
<td>Learning &amp; Community Engagement</td>
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<tr>
<td>Reports to:</td>
<td>Manager, Community-Based Monitoring</td>
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<tr>
<td>Number of Direct/Indirect Reports</td>
<td>Direct______ Indirect______</td>
</tr>
<tr>
<td>Classification Level</td>
<td>SG 9</td>
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<tr>
<td>Last Updated</td>
<td>October/2019</td>
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2. Position Summary

Ocean Networks Canada (ONC) is a world-leading organization supporting ocean discovery and technological innovation. ONC is a not-for-profit society that operates and manages innovative cabled observatories on behalf of the University of Victoria that supply continuous power and Internet connectivity to various scientific instruments located in coastal, deep-ocean, and Arctic environments. ONC’s cable arrays host hundreds of sensors distributed in, on and above the seabed along with mobile and land based assets. These strategically located instruments address key scientific and policy issues (subsea earthquakes and tsunamis, ocean acidification, marine biodiversity, etc.) within a wide range of environments.

The Learning & Community Engagement department serves ONC’s user communities by: leading ONC’s organizational commitment to meaningful, ongoing engagement of Indigenous and other communities; providing formal and informal educational resources for youth and adults; serving as a key liaison with the social science research community; working to strengthen ONC’s emerging role as a leader in science-oriented community-engaged research; and developing environmental monitoring programs in collaboration with community partners. The department comprises four teams: Indigenous Engagement, Education, Community-Engaged Research, and Community-Based Monitoring.

Reporting to the Community-Based Monitoring Manager (Manager), the Community Support Specialist’s (Specialist) role is to support ONC’s partners in Indigenous communities, environmental stewardship organizations, and Non-governmental Organizations (NGOs) in implementing local environmental monitoring programs. The Specialist is responsible for supporting the implementation of ONC’s community programs and services including Community Observatories, Community Fishers, and Marine Domain Awareness, which provide fixed and mobile monitoring technology to an expanding network of coastal communities in British Columbia and the Canadian Arctic, with future plans to expand across Canada. The Technician’s role includes direct engagement with communities, delivering training to community members, conducting data analyses to meet community needs, and liaising with other internal teams to resolve issues and make improvements in community programs.

This position requires field work and travel to remote locations including the Arctic, coastal communities accessible only by boat/float plane, and on ships for at-sea expeditions.
### 3. Key Responsibilities and Expectations

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<th>Key Responsibilities</th>
<th>Expectations:</th>
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| Provides support for community-based monitoring programs 30% | • Provides ongoing customer support for community-based monitoring programs by:  
  o Maintaining an in-depth understanding of the instrument types and various technologies that are used by the Community Based Monitoring team  
  o Responding to questions and issues from community users and escalating them to the Manager as required  
  o Troubleshooting instrument/data-collection technology (including remotely deployed observatory platforms, mobile instruments, and land-based instruments) and data issues with community users. Helps to triage issues with other internal ONC teams and occasionally resolves issues directly; recommends solutions and improvements to community-based monitoring systems.  
  o When necessary, liaising with internal ONC teams on solutions through in-person and teleconference meetings, emails, JIRA tickets, and via document-sharing platforms (e.g. Alfresco, Google, etc.)  
  o Communicating solutions and next steps to community users  
• Helps to develop and implement instrument user protocols and sampling procedures for internal and community users.  
• Delivers training and workshops both for internal and community users to access data using Oceans 2.0 and other data delivery software (i.e. for AIS data) and in the use of instrument technology.  
• Documents community priorities and requests for new and ongoing monitoring programs and works with the Manager to prioritize and implement new work.  
• Works with the Manager and with the Project Management Office to track project deliverables, expenditures, and timelines. |
| Community engagement 30% | • Communicates with existing ONC partners through email, phone, video conference, and in person meetings to maintain and develop relationships (i.e. coastal communities, Indigenous communities, environmental stewardship organizations, NGOs and municipal, provincial and federal government departments).  
• Travels to, and aids with the logistical planning of visits to, coastal communities and remote locations (e.g. Arctic communities), to meet with community members, provide training, and assist with conducting site surveys and field sampling.  
• Coordinates engagement activities with the rest of the Learning and Engagement Team and with other internal ONC teams/departments as necessary.  
• Promotes ONC data and programs in communities through local radio, community social media pages, and in person during community visits and helps to develop new methods of communication/promotion based on community needs.  
• Contributes content to the ONC internal bulletin, external newsletter, social media and blog posts.  
• Supports the maintenance and accuracy of the ONC website through updating the content of the ONC Learning section of the webpage. |
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<tr>
<th>Performed tasks</th>
<th>Responsibilities and Activities</th>
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| Performs data analysis for community needs 20% | - Corresponds with Observatory Operations and User Engagement teams at ONC to develop and implement in-situ data validation processes.  
- Responds to community user needs and follows up on inquiries and data requests. Remains up-to-date on the users’ needs and priorities from community observatories, Community Fishers, and Marine Domain Awareness programs.  
- Reviews data and compares to community needs and priorities in order to make recommendations on how to optimize community-based monitoring systems  
  - Works with the Data Specialist team to ensure data QAQC procedures and data products meet the needs of community users and works to define and develop new procedures and products as necessary.  
  - Works with Data Team members to assess instrument performance issues and provide guidance to improve instrument configuration, data assessment procedures, and data quality standards  
- Creates maps, diagrams, graphs, and visualizations of data for use by communities, internal documents, and proposals.

| Researches monitoring technologies and methods 10% | - Researches new monitoring technologies and methods.  
- Advises on current and proposed community observing program designs, such that selected instruments and methods are appropriate and meet all data requirements, ensuring that collected data is viable and consistent. Makes recommendations for monitoring programs to the Manager.  
- Collaborates with Marine Operations to test and deploy community-based monitoring systems in order to better understand constraints and limitations and in order to better communicate system capabilities with community members.  
- Works with ONC Systems and Software Engineering staff to test and troubleshoot ONC software for monitoring needs. |

| Participates in outreach and events 10% | - Represents ONC at local, national, and international public events and conferences; on occasion submits abstracts and conducts presentations.  
- Represents ONC at outreach events and workshops organized by other members of the Learning & Community Engagement department; on occasion, supports event planning by preparing materials, booking venues and catering, preparing invitations etc. at the direction of the Manager.  
- Develops reports and layman’s terms summaries of community observatory trends that can be used for a broader community.  
- Works with Indigenous Engagement team to develop positive and engaging science-communication pathways, tools and products within coastal and Arctic communities  
- Helps to coordinate community participation in Marine Operations field work (installations, maintenance, etc.) |

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<th>Classification Factors:</th>
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**Problem-Solving:**
- The Specialist is responsible for understanding monitoring needs of communities and available monitoring technologies in order to provide support and ensure the success of their projects.
of programs in communities. This task requires in depth cultural, social, historical and political, environmental, and technical knowledge along with superior analytical and communication skills.

• Due to the complicated nature of the instrumentation and the challenging environment in which it operates, the Specialist will be frequently required to analyze and identify solutions for problems that are difficult to resolve, in external conditions that can be extremely challenging. The Specialist will be required to solve problems in the field, in situations where little or no guidance is available. Unresolved problems are escalated to the Manager Community-Based Monitoring and/or other internal staff for resolution.

• The Specialist must possess the technical skills and ability related to marine research, demonstrating scientific integrity and knowledge. A strong understanding of scientific instrument capabilities, configuration, and data assessment is required. Strong quantitative and oceanographic data interpretation skills, including data analysis and quality assessment are essential. The Specialist must exercise judgement to ensure that information provided to communities is accurate to a high scientific standard, and seek additional guidance when required.

• When working to deliver programs, products, and services that are meaningful to communities, strong skills in problem-solving are needed due to the complexity of the instrumentation, data, observatories, and database system. The Specialist must understand how data are organized, how query tools work, how data are retrieved and converted, and ultimately presented. No formal steps are currently documented for quality assessment and data presentation with respect to community use and great care must be taken not to mislead communities or misinterpret data; these steps are being developed by the Specialist in collaboration with the Manager.

Responsibility for Financial & Material resources:

• The Specialist is involved with budget planning and monitoring for all events and travel that they organize and makes recommendations on expenditures to the Manager, Community-Based Monitoring, (typically <$20K).

• Makes recommendations for payment to community members for services such as participating in workshops, reviewing materials, and acting as contractors for field work (typically <$10K).

• On occasion, the Specialist prepares budget drafts for grant proposals ($10K-$100K).

• Will often be called upon to safely transport and operate, and train others in the operation of, specialized oceanographic equipment ($20K-$150K).

• This position contributes to planning for the annual Program Plan and Budget of the Learning & Community Engagement Department.

Responsibility for Human Resources:

• The Specialist is formally supervised by the Manager, Community-Based Monitoring, and is expected to be self-directed and work independently.

• The Specialist initiates collaboration with multiple internal groups to ensure the success of programs and projects, most often with other teams in the Learning & Community Engagement Department, Science Services, Marine Operations, Data, Data Stewardship, and Communications.

• The Specialist occasionally plans and leads project teams on initiatives related to scientific engagement within communities – such as event planning and workshops.

• From time to time, the Specialist will supervise short-term staff or cooperative education students.

• The Specialist will on occasion act as the lead on field missions in remote environments where they may be the only ONC/UVic employee representative.

Impact of Decisions and Actions:

• The Specialist frequently interacts with community members and external stakeholders in communities. The Specialist’s actions have a moderate impact on
ONC’s ability to maintain positive and productive relationships in coastal communities outside ONC.

- The Specialist works closely with the Indigenous Engagement team to support scientific and technical communications with external partners in Indigenous communities and sometimes works partially on reserve or with community members on campus for meetings. The power dynamics between Indigenous communities and research institutions like UVic are sensitive and the incumbent will be required to navigate politically charged meetings and/or discussions between these parties and community members and leaders. The Specialist collaborates and receives guidance from the Indigenous Community Liaison and the Manager, Community-Based Monitoring on appropriate practices and protocols in Indigenous communities, such that ongoing relationships are positive, respectful and mutually productive.

- Decisions made by the Specialist have financial impact where they affect ONC’s ability to secure grants and contracts for work with Indigenous communities and government departments involved in Indigenous engagement. The Specialist is responsible for keeping records of communication under contractual agreements and the accuracy of these records impacts ONC’s reputation and ability to secure and maintain funding.

Independence:

- The Specialist operates under the general supervision of the Manager, Community-Based Monitoring. The Specialist is expected to demonstrate a high level of judgment and autonomy in the role.

- There is a high degree of independence in the approach taken to individual tasks, and the Specialist is expected to take initiative on planning and executing daily work.

- The Specialist exercises discretion in seeking scientific advice and review of work products when necessary from internal or external experts, depending on the content.

- Decisions will often be made independently in field and travel situations with little or no guidance from other staff at ONC.

- Guidance is available from the Manager, Community-Based Monitoring e.g., community issues, questions, etc. are escalated to the Manager for resolution as needed.

5. Summary of Qualifications:

This position requires a post-secondary diploma in science or engineering with additional specialized training and a minimum of five years of experience in data collection and analysis, environmental monitoring technology, and defining and implementing monitoring projects. For the purposes of this position, specialized training is defined as courses and certifications that better prepare and qualify individuals for field work (e.g. first aid, vessel operations, wilderness survival, etc.), interpersonal communication (e.g. conflict resolution, communication/presentations, etc.), and task/priority management (e.g. project management). As this role aims to bridge gaps between academic research and community monitoring needs, advanced post-secondary education is an asset.

An equivalent combination of education, training, and work experience may be considered.

Experience requirements:

- Minimum 5 years of experience working in the field of ocean/environmental science and technology.

- 3 years combined experience communicating science and technology concepts, data visualization, and the presentation of data analysis to specialist and non-specialist audiences.

- Experience working or living in small remote communities.

- Experience with scientific data visualization with instrument manufacturer software packages and programming languages (e.g., Matlab, R, Python).
• Oceanographic expedition experience, including collecting, processing, and analyzing samples at sea and/or in remote locations.
• Experience working with oceanographic databases such as Oceans 2.0.

Knowledge requirements:
• Oceanographic measurement parameters and the scientific method.
• Oceanographic and environmental monitoring technology.
• Safe field work practices.
• Data management best practices.
• Indigenous communities’ history, culture, social circumstances, political issues, and protocols.
• Indigenous laws, historical perspectives, and current political issues involving Indigenous communities.
• Environmental and climate issues facing Indigenous and coastal communities.

Competency requirements:
• Socially and culturally aware with an ability to build and maintain productive working relationships with a diverse network of stakeholders.
• Demonstrated excellence in customer service and/or community engagement.
• Demonstrated track record of safety during field work.
• Excellent analytical, critical thinking, and problem-solving skills.
• Superior communication skills, both written and verbal.
• Ability to work both independently and collaboratively in a team environment.

Assets or Preferences:
• Teaching experience.
• Experience using JIRA.

Other:
• Must have a valid BC driver’s license.
• Must be able to travel independently.

Employee’s Signature: __________________________ Date: ____________
Manager’s/Supervisor’s Signature: __________________________ Date: ____________