MCAP

Learning Technology Specialist

Requisition	req2285 · October 26, 2026
Work location	Toronto (ON) · Calgary (AB) · Vancouver (BC) · Waterloo (ON)
Employment	Permanent, full-time
Base salary	CAD $68,000 to $78,000
Openings	1
Department	Residential

Role

Provide ongoing technology support to Learning & Development and the other Single Family business lines. Lead projects end to end to improve productivity, operating efficiency, business results and customer experience.

Internal consulting and training delivery

- Oversee the Learning & Development inbox, internal and business technology procedures, and staff communications about technology changes, upcoming training and new initiatives.
- Support training sessions, Single Family events and leadership activities. Administer the learning and knowledge management systems. Help business units design and develop technology training.
- Give and seek peer feedback on delivery, design and development. Contribute to corporate learning initiatives and research best practices across training, business and technology to make recommendations.

Business and technology support

- Stay current on business-unit goals, strategy, processes and technology. Develop relationships with internal and external customers. Review reports of recurring errors and create or propose follow-up learning activities.
- Partner with business units and vendors to troubleshoot systems, improve processes and make fuller use of existing tools and new features. Use internal and external resources to design, develop and implement technology training.

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Qualifications

- High school diploma and at least three years of industry experience. Two to three years in learning and development with tools such as Articulate 360, Camtasia, Adobe Premiere Pro, MadCap or Cornerstone. At least two years of live streaming with Teams, WebEx or similar.
- Strong eLearning knowledge, including tools such as Vyond, and the ability to host live events and create and edit videos. Proficiency with Outlook, Word, Excel, PowerPoint, Teams and SharePoint.
- Analyze cross-business impacts, think critically and solve problems. Build cross-team relationships, communicate clearly, manage conflicting priorities and organize time. Work with integrity and own decisions and results.
- Take initiative, try new approaches and combine creativity with problem-solving to design engaging learning experiences.

About MCAP

MCAP recognizes expertise, teamwork and excellent service through competitive total rewards, formal and informal learning, and opportunities in an entrepreneurial, diverse workplace.

The company describes itself as Canada’s largest independent mortgage finance firm, with over $150 billion in assets under management. For over 35 years it has originated, traded, securitized and serviced residential and commercial mortgages through offices across Canada. It originates residential mortgages exclusively through brokers, promotes their services nationally and has spent over 25 years in residential construction lending, serving developers, builders and lenders.

The advertisement outlines the general scope and level of the job. Duties and qualifications may extend beyond those listed. MCAP offers equal opportunity and aims to make recruitment and employment inclusive and accessible. Applicants can request accommodation.

To apply, look for requisition req2285 on the MCAP careers portal.

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