Overview

Seeking a training professional to support a U.S. Agency for International Development (USAID) project to drive adoption of the Development Information Solution (DIS), a custom-built software tool that gathers performance data from USAID implementing partners and Missions around the world.

Responsibilities

Responsibilities:

- **Help analyze stakeholder training needs** and identify all the nuances of the system impact on the stakeholders.
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    - Work with stakeholders to gather requirements for training, communication, and change management needs.
    - Work with the project lead to identify the training needs.
    - Provide input and assistance in the development of overall training and change management strategy and plans.
    - Conduct research and provide recommendations for training strategy, including appropriate training methods, materials, and delivery.
- **Gain subject matter level expertise** of the system and business process, through independent research and collaboration with others.
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    - Learn how to quickly navigate new systems, understand how they work, and translate that into user-friendly language.
    - Swiftly grasp complex business processes and workflows and integrate that understanding into instructional material.
    - Proactively provide feedback on tools and process improvement opportunities to internal teams.
- **Create innovative, engaging and effective instructional materials** with a focus on helping people use software to complete performance reporting.
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    - Materials include, but are not limited to: help videos, instructor-led training courses, user guides, tip sheets, wiki pages, email communications, e-learning etc.
    - Elicit feedback on materials, internally and externally, and collaborate on incorporating feedback.
    - Write materials so that they are user-friendly and provide accurate guidance.
- **Deliver trainings to stakeholders** on new and evolving systems.
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    - Training methods include in person, remote, and interactive learning.
    - Clearly communicate business purpose as well as system instructions.
    - Deliver training presentations clearly, effectively, and professionally.
- **Write communication materials** highlighting system changes, benefits, etc. to inform impacted stakeholders.
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    - Write in different styles to engage, inform, or train stakeholders.
    - Write clear, effective and concise communication materials.
- **Assist in developing criteria for evaluating effectiveness** of training activities.
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    - Coordinate the follow-up of training events and the administration of surveys and reports.

Qualifications

Qualifications:

- Bachelor's degree in international relations, education, computer science, or related field.
- Minimum of 5+ years of experience developing instructional materials, technical writing/editing, and teaching in an adult environment.
- **Oral and written communication** skills with a proficiency in writing, editing, proofreading, and formatting of user-friendly, customer-ready materials.
- **Presentation skills** with experience in providing instructor-led trainings.
- **Customer service, teamwork, creativity, and analytical**
- Excellent organizational and interpersonal skills.
- **Self-motivated and disciplined**, with capacity to work on multiple priorities in a fast-paced, dynamic environment and within time constraints.
- Exposure to **cross-cultural audiences, and global and cultural awareness**.
- Experience in **International Training and / or Development** highly preferred
- Strong attention to detail and outstanding follow-through.
- Familiar with a variety of **Instructional Design concepts**, best practices, and procedures.
- Ability to develop a basic **subject-matter understanding** through materials provided, individual research, and collaboration with stakeholders.
- Understanding of the software development lifecycle and ability to **translate software development language** into user-friendly language.
- Ability to understand and write about complex scenarios.
- Flexible and adaptable; able to work in ambiguous situations.
- Ability to **work independently and collaboratively** with software development teams, government agency stakeholders, and creative teams.
- Experience with Section 508 compliance.
- Solid expertise using MS Office products.
- Experience using Vyond, Adobe Illustrator, Premiere Pro, After Effects, Photoshop, InDesign, or Audition is a plus.

Overview

The Training and Change Management team is looking to grow! We are a fast-paced team looking for a self-motivated trainer who has a natural need for finding answers, learning and has an eye for detail. We work directly with development teams and Business Analysts to create innovative and effective instructional materials focused on helping our government stakeholders adopt new IT systems. The right candidate embodies excellence in communication, training, customer service and creativity.

As an Associate Training Specialist, you will create user-friendly, engaging, and effective instructional training and communication materials. You will inform, educate, and support stakeholders on new and updated software applications, leveraging a variety of tools and best practices. You will also be responsible for creating materials that include but are not limited to: help videos, instructor-led training courses, user guides, tip sheets, wiki pages, and email communications.

Responsibilities

- Assist the Training Team with analyzing stakeholder training needs and identifying all the nuances of the system impact on the stakeholders.
  - Work with the project lead and stakeholders to gather requirements for training, communication, and change management needs.
- Provide input and assistance in the development of the overall training and change management strategy and plans.
  - Conduct research and work with the project lead to provide recommendations for an effective learning strategy.
- Gain subject matter level expertise of the system and business process, through independent research and collaboration with others.
  - Learn how to quickly navigate new systems, understand how they work, and translate that into user-friendly language.
  - Swiftly grasp complex business processes and workflows and integrate that understanding into instructional material.
  - Proactively provide feedback on systems, tools and process improvement opportunities to internal teams.
- Create innovative, engaging, and effective instructional materials with a focus on helping people use software to complete their daily tasks.
  - Materials include, but are not limited to: help videos, instructor-led training courses, user guides, tip sheets, wiki pages, email communications, etc.
  - Elicit feedback on materials internally and externally, and collaborate on incorporating feedback.
  - Write in a user-friendly and system accurate way.
- Write communication materials highlighting system changes, benefits, etc. to inform impacted stakeholders.
- Assist in developing criteria for evaluating effectiveness of training activities.
  - Assist in coordination, administration and follow-up of training events and the administration of surveys and reports.

Qualifications

- Bachelor's degree in instructional design, educational technology, or related field.
  - Employer will accept a suitable combination of education, training, or experience.

- Minimum of 2+ years of experience developing instructional materials, technical writing/editing, and teaching in an adult environment.
- Solid expertise using MS Office products.
- Excellent oral and written communication skills with a proficiency in writing, editing, proofreading, and formatting of user-friendly, customer-ready materials.
- Excellent presentation skills with experience or interest in providing instructor-led trainings.
- Excellent customer service, teamwork, creativity, and analytical skills.
- Excellent organizational and interpersonal skills.
- Self-motivated and disciplined, with capacity to work on multiple priorities in a fast-paced, dynamic environment and within time constraints.
- Strong attention to detail and outstanding follow-through.
- Familiar with a variety of Instructional Design concepts, best practices, and procedures.
- Ability to develop a basic subject-matter understanding through materials provided, individual research, and collaboration with stakeholders.
- Understanding of the software development lifecycle and ability to translate software development language into user-friendly language.
- Ability to understand and write about complex scenarios.
- Flexible and adaptable; able to work in ambiguous situations.
- Ability to work independently and collaboratively with software development teams, government agency stakeholders, and creative teams.
- Experience with Section 508 compliance is a plus.
- Experience using Vyond, Adobe Illustrator, Premiere Pro, After Effects, Photoshop, InDesign, or Audition is a plus.

Learning Experience Designer

We are looking for an experienced training professional to partner with sales leadership and subject matter experts to build, iterate and execute training development.

- Analyze and translate business needs into a product learning curriculum
- Build and deliver innovative training that is easily applied across elearning, in-person and virtual instructor-led modalities
- Design and develop online learning materials, including learning objectives, content and assessment tools
- Ensure adult learning principles and systematic instructional design are applied to create the required learning solutions and programs used to create learning content that best fits the needs of the learner (includes online, classroom, virtual instructor-led training and blended learning content)
- Work with key stakeholders and subject matter experts across Amazon Advertising to understand the training needs and build effective training that leverage the latest technology and adult learning concepts
- Use project management tools and skills to manage medium to large-scale content development projects. Manage multiple projects and priorities simultaneously and mitigate risks to eliminate potential roadblocks in the design, development and implementation of training
- Assess the impact of training and measure knowledge retention
- Master training software and learning systems to deliver training and report on training effectiveness, iterating on content and delivery as needed
- Manage training logistics, including scheduling conference rooms, meeting requests, and ordering catering