Technical Trainer – Instructional Design

Department: Computing / Information Technology
Position Code: SIT8361A
Closing Date: 11/11/2018
Salary Range: $60,000 - $70,000
Background Check: Background Check and Fingerprinting may be required
Description: Serves as a creative member of the Academic & Emerging Technologies team within the Office of Information Technology. Builds creative, engaging, interactive, and effective educational and training materials to maximize efficiencies, meet technological competency expectations, reduce errors, and instructional products that have critical impact on the organization and the University.

Interacts with staff to senior level internal and external constituents, and has command of communications that represents the organization. Demonstrates high degree of collaboration and diplomacy as well as problem analysis and creative solutions. Applies skills as a seasoned experienced trainer/technical professional with a full understanding of industry practices and unit/department policies and procedures, computing policies and business needs to provide technical training and documentation solutions to a wide range of issues. Demonstrates effective judgment in selecting methods and techniques for delivering technical training and documentation solutions.

KEY RESPONSIBILITIES

1) Applies professional technical writing and instructional design skills to conduct appropriate job and task analyses in the context of instructional design of technical documentation and/or specialized training. Documents learning objectives, articulates document and course design, develops technical guides and content, selects appropriate technologies and tools to achieve goals and assess impact of documentation and content delivered. Works in a collaborative manner with others in a diverse environment and at all levels in the organization to prioritize work assignments, conduct analysis, and develop recommendations. Partners with service owners to understand new campus technologies and new features, using this knowledge to design and develop online training materials in both text and video. Supports and guides other staff in the creation of training content, including quick guides, user guides, activities, online, video, or audio components, and oversees the production of course content according to an established schedule. Demonstrates diplomacy and tact in all communications.

2) Uploads documents and course content to websites and learning management platforms. Delivers technical training to end users in hybrid, online and instructor led environments. Provides QA and testing for content developed by self or others. Resolves technical issues between documents/ content and platforms. Provides support for testing content and tools to meet ADA requirements. Provides ongoing review and updates of technical documents and training content.

3) Manages training development projects. May function as a lead, scheduling and assigning work and providing technical guidance and work direction on content development to student or career staff at various levels. Actively seeks out knowledge of new and emerging technologies and learning delivery methods.

Qualifications: EDUCATION

- Bachelor's degree in related area and / or equivalent experience / training.
- Master's degree in related area and / or equivalent experience / training with an emphasis in instructional design, instructional technology, education, or computer information systems, or in a related field- preferred.
- Certifications in Technical Writing, Technology Training, CPLP – preferred.

CRITICAL KNOWLEDGE AND SKILLS

- 3 years of experience developing and administering formal technical training to users at a variety of levels. Ability to elicit and communicate technical and non-technical information in a clear and concise manner.

- Experience integrating multimedia into web-based courses and thorough knowledge of e-learning strategies including but not limited to courses (e.g., processes and technologies, etc.). Experience uploading, delivering and tracking training content utilizing a commercial Learning Management System (LMS).

- Demonstrated skill in project management processes and ability to construct and execute training plans for technology implementations. Strong analytical, verbal, written and interpersonal communication skills and strong collaboration and negotiation skills.

- Thorough knowledge of instructional design principles, adult learning theories and learning strategies.

- Demonstrated experience in how to utilize learning strategies in order to create meaningful, adaptable and relevant training and documentation.

- Thorough knowledge of the technical tools and platforms required to achieve the delivery of engaging and media-rich online learning content, and of trends in the use and effectiveness of educational technology and learning.

- Group facilitation skills and experience delivering complex content, and facilitating group processes such as focus groups, brainstorming and workflow analysis. Knowledge to conduct appropriate job and task analyses in the context of instructional design of technical or specialized training.

- Experience working in an environment that requires regular communication using interpersonal skills to create and maintain collaborative working relationships with a diverse range of stakeholders about service expectations and quality.

PREFERRED QUALIFICATIONS:
- Advanced level skills in application of planning, resourcing and monitoring of effective design life cycles of training and other learning and performance solutions to support the organization.

- Advanced skill at creating technical documentation for complex processes and applications.

- Experience with tools used to produce web-based materials such as Presenter, Articulate, Dreamweaver, Photoshop, Camtasia, Captivate, digital video production and editing, digital audio, and editing software.

To Apply: Please complete a UC Merced application and email along with resume and cover letter to ucmcareers@ucmerced.edu. Please indicate in the subject line of your email the Position Title and Position Number you are applying for. For questions regarding how to apply please email ucmcareers@ucmerced.edu or call 209-228-8247

If you do not have internet access you may mail your application, resume, and cover letter to: University of California, Merced, 5200 North Lake Rd., Merced CA 95343. Please list the job number on the subject line and email to UCMcareers@ucmerced.edu

eligibility by comparing information provided on the I-9 form to records in the DHS and SSA databases. Certain positions funded by federal contracts/subcontracts requires UC Merced to notify job applicants that an E-Verify check will be conducted and the successful candidate must pass the E-Verify check.
More Information

For information on the comprehensive benefits package offered by the University of California visit:
http://ucnet.universityofcalifornia.edu/compensation-and-benefits/