

Training & Learning Specialist I

Location: [Central/South America] [Costa Rica]

Town/City: San Jose

Category: Information Technology

Job Type: Open-ended, Full-time

***Preferred position location: San Jose, Costa Rica. Other locations: Manila, Philippines or to be determined by home country of successful candidate in a jurisdiction (US state or country) where WVI is registered to operate.**

***Please submit your CV in English.**

PURPOSE OF THE POSITION:

The Training and Learning Specialist I role provides maintenance and support for simple to moderately complex assignments and works on smaller, low complexity tasks within one functional area. They work on one or more tasks/projects as a team member and administer learning content development technical standards. They coordinate and assist, for example learning resource production, learning management system administration, managing team rooms, managing resource translations, and information management.

Individuals within the Learning and Capacity Building job family are responsible for planning, organizing and implementing learning programs globally - for individual and organisational learning outcomes. They work with key stakeholders to determine learning and development needs and deliver solutions that drive performance and continually improve World Vision's talent capabilities. In addition, roles within this family will be accountable for delivering ongoing support, creating sustainability and measuring the effectiveness of learning programs, at individual and organisational levels.

Learning and Capacity Building roles require strong communication, influencing and negotiation skills, Have the ability to translate between technical and business language, and the ability to develop capacity building solutions to help address business challenges, based on change management and adult learning principles. These individuals must also be able to gather and analyze information from a variety of sources. In addition, they need strong interpersonal skills, as they are required to work with staff of all levels, integrate information and edits from multiple people who may have disparate or conflicting viewpoints.

KEY RESPONSIBILITIES:

Planning:

- Participates in the planning of classroom training, electronic learning, multimedia programs, and other computer-aided instructional technologies, simulators, conferences and workshops.
- Maintains project plans.
- Provides financial support such as process expense reports, payment requisitions, invoices, reimbursements and credit card statements.
- Manages budgets and financial records, procurement and contracts.

Requirements:

- May participate in business requirements, functional design and testing work sessions.
- Assesses training needs and requirements.
- Interviews subject matter experts, and reviews documentation from the system, product or service being provided.
- Provides detailed design for Knowledge Management to create and manage web applications, workflows, and integrate with custom applications.

Design/Develop:

- Assists in design of computer-based and multimedia curriculum.
- Designs and develops training content to meet the needs of assigned client groups and/or to improve upon the quality of existing content.
- Works collaboratively with technical experts, media specialist, web designers, and others to develop learning/knowledge management initiatives.
- Develops eLearning resources.
- Documents new or modified functions, modules and test activities/results.
- May create graphics that aid the target audience in understanding the documented material.
- Proofreads documents for accuracy.
- Ensures all documentation is delivered according to on specified guidelines and selected media.

- Manages eLearning translations process.

Human Factors:

- Works with technical resources to improve document quality and usability.

Knowledge Management for Organisational Learning:

- Monitors continuous updating of existing information, and timely availability of new information.

ELearning Administration:

- Administers the Learning Management System (LMS) that includes creating and managing groups, editing course templates, adding lessons, uploading content, testing navigation, and reporting functionality.
- Updates content post go-live.
- Provides user support.
- Administers physical and virtual training spaces.

Training:

- Deploys training to targeted audience.
- Conducts presentations and webinars.

Quality and Continuous Improvement:

- Communicates and collaborates with system design team members to ensure optimum system usability.
- Ensures the quality and consistency of course content throughout a course life cycle.
- Maintains project scorecards.

Policies and Standards:

- Assists in the development of testing and evaluation standards, templates and procedures.
- Ensures the design of the web page/training material layout adheres to the organization's appearance and navigation standards.

Training Vendors:

- Helps evaluate vendor solutions for training.
- Reviews external training programs to determine feasibility and applicability.

KNOWLEDGE, SKILLS AND ABILITIES:

- Associate's degree or technical institute degree/certificate or equivalent work experience.
- Typically requires 1-3 years of business or adult training experience and basic knowledge of software and eLearning packages.
- Basic knowledge in digital media, computer graphics and animation.
- Knowledge and use of a LMS and/or other training tracking systems.
- Has provided administrative support for large, complex projects.
- Willingness and ability to travel domestically and internationally, as necessary.
- Effective in written and verbal communication in English.