

Instructional Designer

United States

Information Technology

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22201233Requisition #

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Our client is looking for a talented and creative Learning Experience Designer to develop learning that will empower staff with necessary knowledge, skills, and tools to ultimately enhance their customer experience culture. In this role, you will help grow our sales and technical sales staff by developing and delivering training that will boost their competency.

As the Learning Experience Designer, you must be able to take a blueprint document, for example, Detail Design and Course Outline document and transform that into a learning experience in an authoring tool like Storyline or Captivate. You will also create learning objectives, outlines, and determine the most effective instructional methods to use based on business and audience needs, and incorporate a blended learning approach of virtual instructor-led training, e-courses, coaching, and self-study to meet learner needs.

This is a long term W2 contract position that offers a comprehensive compensation package with medical, dental, vision, 401K, paid time off, and much more.

- Design and develop e-Learning, Instructor-Led course courses, and Quick Reference Guides.

- Work with subject matter experts to develop training content for our server and storage products.

- Revise learning modules, course materials, and content as necessary to improve the overall learning experience.

- Assist in the development of effective and sustainable learning assets and curriculum, leveraging the latest course authoring technologies.

- Expand scenario exercises to reinforce the learning experience.

- Develop online training simulations and interactions.

- Work with Global Teams and/or Cross-functional teams to develop training.

Required Skills and Experience

- Bachelor's degree in Instructional Design.

- 5-7 years of instructional design, technical training, or compliance training.

- Understanding of PC technologies.

- Ability to take initial input and direction quickly, accurately verify goals and objectives, and then work independently to develop content.

- Experience using Articulate Storyline, Camtasia Studio, Adobe Captivate, and Microsoft

Office.

• Prior experience with instructional systems development of both instructor-led and e-learning courses in a technical product environment.

• Excellent communication and presentation skills, and proven ability to communicate effectively at various levels of the organization.

• Excellent grammar, spelling, and formatting skills.

• Persistence, customer focus, and attention to detail are critical.

• Ability to work in a dynamic and fast-paced environment adapting to an agile approach.

• Passion and talent for creating engaging and effective learning experiences.

Preferred Skills and Experience

• 7-10 years of work experience preferably in a training role.

• Understanding of server, storage, and networking technologies.

• Ability to learn highly technical products quickly by interacting with subject matter experts

• 3-5 years of professional writing experience or, preferably, script-writing experience.

• Experience writing educational-focused materials.

• Long-form, narrative writing preferred over copywriting.

• Experience writing to objectives, briefs, outlines.

• Proven ability to work with complex information and simplify it for end-users.

• Familiar with AP writing style.

CTG is a leading provider of digital transformation solutions and services that accelerate clients' project momentum and achievement of their desired IT and business outcomes. Our vision is to be an indispensable partner to our clients and the preferred career destination for digital and technology experts. CTG has operations in North America, South America, Western Europe, and India. For more information, visit www.ctg.com.

Our culture is a direct result of the people who work at CTG, the values we hold, and the actions we take. In other words, our people are the culture. It's a living, breathing thing that is renewed every day through the ways we engage with each other, our clients, and our communities. Part of our mission is to cultivate a workplace that attracts and develops the best people, reflected by our recognition as a Great Place to Work-certified company across many of our global operations.

CTG will consider for employment all qualified applicants including those with criminal histories in a manner consistent with the requirements of all applicable local, state, and federal laws.

CTG is an Equal Opportunity and Affirmative Action Employer. CTG will assure equal opportunity and consideration to all applicants and employees in recruitment, selection, placement, training, benefits, compensation, promotion, transfer, and release of individuals without regard to race, creed, religion, color, national origin, sex, sexual orientation, gender

identity and gender expression, age, disability, marital or veteran status, citizenship status, or any other discriminatory factors as required by law. Our Affirmative Action program serves to promote occupational equality and diversity through good faith efforts. CTG is fully committed to promoting employment opportunities for members of protected classes.

Additional Information

- Job Function: e-Learning
- Education Level: Bachelor's Degree (±16 years)
- Work Remote: Yes
- Travel: No