

Training Specialist

Requisition #: 62727

Working Title: Technical Trainer

Role: Role Help ATP

Level: Level Help 4

Range: PD

Status: Status Help Full Time

Hours Worked: 37.5

Work Week: variable days, 37.5 hours per week (exempt)

Contact: Homewood Human Resources (410) 516-7196

Personnel Area: Krieger School of Arts and Sciences

Org Unit: Advanced Academic Programs

Location: Homewood Campus with local travel

Approximate

Starting Salary:

**General Description:**

The Training Specialist will provide training for new and current instructors; provide technology assistance, one-on-one training, group training, and day-to-day operational support of fully online course delivery for graduate programs delivered by JHU, KSAS, and AAP. Regular evening and weekend office hours at multiple campuses required.

The primary duties and responsibilities of the job:

A. Faculty and Staff Training: • Analyze, design, develop, implement, and evaluate individual and group training workshops and sessions • Organize and manage the Instructional Resource Center (IRC) training workshops and events for faculty teaching fully online courses as well as those using web-supported online classroom and face-to-face courses on three campuses as well as online • Offer trainings that focus on CMS support and other technology tools as needed • Conduct and coordinate training in multiple areas: Blackboard (Bb) 9.1, DE best practices, learning technology (social media and online conferencing), and creation of multimedia to support instruction at multiple campuses • In collaboration

with JHU schools, develop, maintain, and update training materials in various delivery modalities, including authorship of training-related content on the faculty support resources for online distribution.

B. Technical Support for Faculty: • Support faculty through answering training questions, problems, and requests submitted by email, online ticketing service (JIRA), and phone • On a daily basis, answer a diverse range of faculty questions (Tier 1 & 2) originating from Blackboard and other technology tools, efficiently and professionally through email and/or online conferencing • Track and report on data gathered • Supervise student workers assigned to IRC technical issues and Bb maintenance.

C. Operational Support: • Track and evaluate all regular training and IRC services data and generate reports as needed • Monitor and report on the training progress of instructors • Conduct evaluations of the training cycle and utilize the data to analyze faculty learning and to maximize training effectiveness • Utilize functions of a relational database to produce reports, charts, and graphs necessary • Create executive summary reports on training data, IRC services, and faculty evaluations. • Track trends and summarize challenges, providing solutions as required to maintain and enhance program quality • Develop reports appropriate to AAP staff, faculty, and AAP administration and leadership • Online Course Delivery • Oversee the technical and functional process to maintain and develop course shells in a timely manner and routine way • Prepare 90-150 courses each term (2-3 hours each) • Maintain documentation and SOP for IRC course maintenance processes to provide smooth operations on a daily basis • Pursue new technologies and identify opportunities for use and implementation on a regular basis • Develop instructional materials using appropriate technology and instructional content provided by faculty to support online course development • Develop and analyze data to provide regular reports on courses, faculty, and student needs • Provide Tier 1 and 2 technical assistance through JIRA ticket system and Deltak escalations to resolution within 48 hours • Work as a technological problem solver for technical help requests for escalated tickets from JHU IT • Occasionally train and supervise student workers for smooth operation of the course life cycle. • Maintain AAP Bb Student Orientation technical operations, assist students in course, and provide support within a 24 hour response time.

Internal and external contacts required as part of the job: • Trainer will work with internal contacts within JHU on collaborative projects (JHU Library Services, JHU IT, ARES, CER, etc.) on a regular basis • Trainer will work with external contacts such as Quality Matters, Sloan Consortium, Blackboard, VoiceThread, etc.)

Qualifications:

A Bachelors degree is required, Master's degree in related field preferred. A minimum of 3-5 years experience working in an educational environment as an administrator, instructor, trainer, or consultant is required. Preferred qualifications include a minimum of one year working with online course development, delivery, and training with online course management tools such as Blackboard, Sakai, or WebCT.

Familiarity with multiple OSs and multiple browsers required • Current knowledge of emerging technology, applications, and online development tools • Knowledge and experience with tracking software, databases (Filemaker Pro preferred), and ticketing systems • Knowledge of and experience in

online instructional design, adult learning, andragogy, and DE best practices • Demonstrated ability to use Web 2.0, social networking, and media editing tools • Demonstrated skill with HTML coding, basic audio, video, and photo editing software • Familiarity with screen capture applications • Quality Matters and/or APPQM Certification is preferred.

Must be a data-driven, energetic, and highly organized individual able to prioritize and execute multiple tasks • Requires an orientation to detail, a solid technical aptitude, strong service orientation • Demonstrated team-focused orientation that is flexible and dynamic • Must have the ability to incorporate best practices from the DE discipline into standard operations • Knowledge and experience to create instructional materials using appropriate technology and instructional content provided by faculty to support online course development • Requires a high level of organizational skills, the ability to learn, adjust, and respond in a dynamic, fast paced, and constantly changing environment • Possesses strong oral, written, and interpersonal skill and the ability to deal with multiple constituencies • Must be service-oriented, able to build rapport with faculty and staff, and deal with competing demands • Demonstrated ability to work collaboratively with both internal and external workgroups

NOTE: The successful candidate(s) for this position will be subject to a pre-employment background check.

If you are interested in applying for employment with The Johns Hopkins University and require special assistance or accommodation during any part of the pre-employment process, please contact the Homewood HR Divisional Office at 410-516-7196. For TTY users, call via Maryland Relay or dial 711.