

EXEMPT POSITION DESCRIPTION

POSITION TITLE: Training Development Lead – SMI

Grade: 27

LOCATION: Long Island, NY

DATE: June 2007

REVISION: 1

POSITION SUMMARY:

The Training Development Lead is responsible for the development of SMI end user training and documentation before, during, and after implementation. This includes managing the training and documentation project, managing all personnel in documentation roles, resolving all project-level issues, and serving as the liaison for the SMI Training Development Team. Lead is responsible for interfacing with subject matter experts and documentation developers to meet project timelines and adhere to writing/documentation template standards. Training Development Lead partners with Environment and Training and Logistics Leads to support Training Team activities to meet implementation roll-outs.

PRINCIPAL ACCOUNTABILITIES:

- Develop and manage project plan and strategy, including scope, schedule, resources, etc., for training and documentation creation and delivery.
- Work closely with implementation team to ensure effective and efficient integration of the documentation and training effort into the overall implementation plan.
- Manage and contribute to the development of end user documentation and training material, including presentations, student guides, data for demonstrations and exercises, instructor guidelines, training aids, work instructions, online help, simulations, computer-based training, and procedures.
- Approve, enforce and enhance training and documentation standards.
- Finalize training curriculum and approve the schedule for all training developers, instructors, and classes. Provide high-quality documentation and instruction when needed.
- Customize curriculum where necessary.
- Consult on adult learning strategies and delivery mechanisms.
- Communicate plans, issues, and status to management.
- Manage and mentor course owners, instructors, and developers.
- Coordinate, coach, and work effectively with training coordinators.
- Develop long-term project plans for continuing education and system enhancements.
- Coach and work with documentation developers and course owners to create training exercises and then partner with them and the Training Environment Lead to create exercise data.
- Define process for making corrections and updates to training documentation and related data/exercises.
- Manage local implementation process to identify required courses and work with Training Logistics Lead and Training Coordinator to develop course schedule.
- Participate in end user role mapping as it relates to assigning users to training course curriculum.
- Use training development tools to meet project objectives (Info Pak, SharePoint, QTP, LMS, etc).

POSITION REQUIREMENTS:

- Bachelor's degree and 6 - 8 years experience in instructional delivery.
- Solid blend of business and technical capabilities (specifically consumer business and SAP implementation experience).
- Experience in identifying and articulating issues / obstacles regarding training opportunities.
- High level of proficiency with SAP, and experience in managing the development of training materials.
- Outstanding written, verbal, and presentation skills.
- Strong experience with Adult Learning Principles and Advanced Instructional Design.
- Detail oriented regarding every step required to enable the business process and transaction to be successful, from start to finish and where applicable methodology, presentation skills, training material usage, etc., may apply.
- Work with SMI Process Teams, Solution Management, GIS Operations, Site Leads and users with varying skill levels and learning abilities.
- 20% travel required; will vary depending on project implementation plans.