

Learning Technology Specialist

Credit Union: Alabama Credit Union

Region: Alabama

Type: Staff

Contact: Brad Baggett

Email: bbaggett@alabamacu.com

Phone: (205) 960-2794

Job Description:

Primary duties include implementing the Credit Union's knowledge portal and works with content owners from all business units to create, maintain, and update accurate and relevant procedural documentation for online delivery. Writes and edits operational procedures, forms, and documents as appropriate. Prepares or commissions graphics, screen shots and illustrations to complement written content. Works with marketing colleagues to ensure finished documentation meets branding requirements where appropriate. The Specialist cross references procedures and web site content for consistency and accuracy of information and systematically uses communication channels (e.g., social platforms, blogs, and strategic communications teams) to educate team members of updates.

The Learning Technology Specialist collaborates with cross-functional teams, Talent Developers, experts, and stakeholders to develop integrated solutions and course content validity. Creates and maintains course content for greatest reader comprehension, efficiency, fun, and ease of use. Collaborates with the facilitation team and serves as a readiness coach for those in instructor/expert facilitator roles. Ensures train-the-trainer sessions are conducted in a standardized and level-appropriate manner to ensure facilitator success. Offers recommendations for new systems and ideas gained from conference, webinar, and testing participation.

Education/Experience Required:

Minimum qualifications are three years to five years designing and developing adult learning content. Experience working in the financial services industry is strongly preferred. Education would include a Bachelor's degree or certification in Instructional Design, Instructional Technology, Adult Learning, or a related field. Interpersonal skills include courtesy, tact, and diplomacy. Work involves much personal contact with others inside and/or outside the organization for purposes of giving or obtaining information, building relationships, or soliciting cooperation.

Other skills include the proficient use of a personal computer to include Microsoft Word, Excel, Powerpoint, graphic design, course authoring tools, learning and knowledge management platforms, video editing and production, and HTML software. The ability to display good decision making, to build

consensus within diverse groups and to teach adults utilizing various delivery methods and proven experience in instructional development, design and ensuring data integrity are required.