



Technical Trainer

As a technical trainer responsible for development of training materials and delivery of in-person and online training, the primary objective is to assist the team in implementing training solutions in a cost-effective way by determining the requirements, developing robust but scalable online course materials and delivering training to end-users through system administrators either in-person or online as requested. The candidate would be part of a large Agile Scrum team that has been developing software for this federal client using Scrum for 18 months.

Responsibilities:

- Assess training needs and develop training plans based on findings.
- Create basic PowerPoints for high level briefings and trainings.
- Design and create online training materials and videos for webinars and in-person training.
- Deliver training materials to a range of organizational roles from end-user to functional system administrator.
- Monitor and evaluate training programs to ensure they are current and effective.
- Update training materials to keep pace with software development activities.
- Perform administrative tasks such as setting up systems and equipment and coordinating enrollment.

Required Knowledge, Skills & Abilities:

- Proficient written and verbal communication in English, including technical writing skills.
- Strong skills in communicating complex and abstract processes with non-technical audiences.
- Understanding of systems and software concepts.
- Proficient in writing story boards and planning training programs.
- Organized, detailed, and a team player.

Required Background:

- Bachelor's degree in computer science or related field.
- US citizenship or permanent resident status.
- **Current active public trust or higher clearance with a federal agency.**
- At least six (6) years of experience writing training materials.
- At least six (6) years of experience planning and delivering training.
- At least three (3) years of experience developing online training materials with industry tools such as Camtasia.

Preferred Knowledge, Skills & Abilities:

- Participation on Agile projects.
- Experience using JIRA and Confluence.



Company Profile

IT WORKS! is a certified woman-owned small business headquartered in Washington, D.C.. As an IT solution provider, our services include custom software development, program management, and advanced data analytics. From scoping and defining to implementation and support, we are ready to support our clients' needs at any stage of development in designing and building solutions that prepare them for the future.

IT WORKS is an equal opportunity employer. IT WORKS will consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability or protected veteran status.