Jackson Walker

Learning and Development Specialist

Position Type: Full Time
Department: IT

POSITION SUMMARY

A Learning and Development Specialist should be confident presenting one-on-one training, addressing large groups during conference room demonstrations, and facilitating hands-on training in the Learning Center. It is important that a Learning and Development Specialist be self-motivated, understand how adults learn new technology, and can write and speak about complex technical concepts in a clear, concise way. A Learning and Development Specialist should demonstrate above-average attention to detail and pride in his or her work product. The ability to successfully manage time to meet deadlines is vital in this position.

As a representative of the IT Department, a Learning and Development Specialist is responsible for interpreting, understanding, monitoring adherence to, and educating users about firm policies with regard to computer usage, electronic record and communications retention, information security, etc.

ROLES & RESPONSIBILITIES

Course Developer
- Independently evaluate and analyze learning needs and determine appropriate topics and training methods
- Design curriculum using instructional design principles, incorporating practice exercises to support learner retention
- Collaborate with Learning and Development team members on course design
- Use Adobe Captivate, Adobe Presenter, Camtasia or other eLearning development tools to create on-demand learning experiences
- Explain concepts using clear and concise language in written end-user reference materials

Presenter and Coach
- Deliver instructor-led local, online and remote classes, demonstrations and other presentations
- Consult with attorneys and staff to determine the best procedures and technology tools based on workflow analysis
- Consult with practice group leaders to learn about their unique business needs and technology issues and provide news and information about upcoming technology changes and improvements
- Communicate technical information verbally in a logical, organized and concise manner
- Educate L&D and End User Services team members to ensure service readiness

IT End User Services Team Member
- Act as liaison between the IT Department and end user groups
- Analyze and evaluate new applications and technology and make recommendations for their configuration and implementation

- Additional duties and special projects, as assigned by the Learning and Development Manager

KNOWLEDGE, SKILLS & ABILITIES REQUIRED

- Three to five years' experience designing and presenting technology training in a legal or other professional service organization
- Ability to work independently and to make autonomous decisions regarding courses of action with regard to technology education for the Firm
- Expertise in adult learning theory and instructional design principles
- Experience designing courses and content for the following types of software applications:
  - Word processing, email and spreadsheets *(Microsoft Office 2016 preferred)*
  - Document management systems *(iManage Work 10 preferred)*
  - Document comparison tools *(e.g., WorkShare Compare)*
  - Time entry *(e.g., Aderant Expert, Carpe Diem, DTE)*
  - VoIP telephone and voicemail systems *(Cisco preferred)*
  - Mobile technologies (iPad and iPhone and Surface tablet preferred)
- Ability to communicate effectively and professionally, both verbally and in writing
- Excellent attention to detail

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential functions, responsibilities or requirements.

Working Conditions: Normal office environment with little exposure to excessive noise and temperature.