

Training Consultant

Job description



TRAINING CONSULTANT, Lutterworth, UK

The purpose of this role is for a full time Training Consultant.

This role is part of the Product Management team. This team own the process of product feature planning and roadmap delivery for Intercede's Identity and Credential Management and Multi Factor Authentication software-based solutions for our customers, in government, aerospace & defence, banking, healthcare and other industries.

You will be reporting to the Director of Product Management.

You will work with and across all departments to both gather product knowledge and deliver training.

The position is a hybrid office/home role, based in Lutterworth, Leicestershire, UK, with a minimum of two days per week in the office.

Occasionally, international travel will be required to deliver external training to clients.

The post holder may be required to have an appropriate level of security clearance and therefore should be willing to undergo appropriate security clearance vetting if necessary.

<p>PRINCIPLE ACCOUNTABILITIES</p>	<p>Training Consultant</p> <p>Your primary responsibility is to provide training services to Intercede customers, partners, internal colleagues and to formulate and produce training material that may be delivered as either instructor led or hosted self-service content.</p> <p>It would be advantageous for the post holder to have experience as a trainer in the IT/Software sector and/or experience in one or more online Learning Management Systems (LMS). The ability to understand new technology and effectively communicate are key requisites.</p> <p>The role will include:</p> <ol style="list-style-type: none">1. Delivery of internal training to staff within the company one to one or in groups - both in terms of product awareness & in depth learning about current features, as well as information about product enhancements as part of formal release handovers to various departments or ad hoc as a result of knowledge gaps as highlighted from performance reviews.2. Deliver training to partners and end customers as necessary either in the Intercede offices or on the customer site as appropriate. Some overseas travel will be required.3. Preparation and completion of online modular training material for the "MyID University" using Intercedes chosen LMS.4. Create and update training materials in support of the activities above. These materials may include:<ul style="list-style-type: none">○ PowerPoint slides○ How-To videos○ Tests (exams)○ Course plans5. Assisting other teams with creation of materials in support of product demonstration, documentation, and marketing activities.6. Create levels of training certification, for external customers and partners, with appropriate training classes and levels of progression (e.g. CMS Certified Admin (CCA) Level I, CMS Certified Admin (CCA) Level II, etc).7. Maintain and update training records to track course attendance.
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8. Regularly gather and review training feedback and identify areas for improvement, including training delivered in person and through the LMS.
9. Empower other Intercede staff to also deliver training (e.g. 'train the trainer') relevant to their skill set & role.

To perform the role, the following activities are expected:

10. Collaborate with development teams and technical authors to generate training materials to be delivered in sync with product releases.
11. Help maintain good communication and collaboration with partners to develop successful long-term relationships, whereby Intercede is regarded as a trusted partner.
12. Collaborate with Sales, Customer Support, Project teams etc. to identify additional revenue-generating opportunities for training services.
13. Be able to support the LMS as appropriate (e.g. investigate/address technical issues where relevant, in conjunction with any service providers or internal IT Support teams involved).

KNOWLEDGE, TECHNICAL SKILLS & EXPERIENCE	<p>Ideally educated to degree level ideally with a strong Computer Information Systems and Information Technology competence.</p> <p>Fast learner of new technology and software applications.</p> <p>Analytical, resourceful and comfortable working in a fast-paced environment.</p> <p>Effective written and spoken communications.</p> <p>Excellent personal presentational skills.</p> <p>Advantageous to have technical hands-on experience in delivering internal and/or external training courses and development of training material including use of online Learning Management Systems (LMS), or hold a relevant qualification such as a Microsoft Certified Trainer.</p> <p>Knowledge and commercial experience in the following are beneficial:</p> <ul style="list-style-type: none">• Cybersecurity Industry• Identity, Credential and Access Management solutions• Multi-Factor Authentication (MFA) and associated technology• Windows server and networking• Experience with cloud platforms such as Microsoft Azure or Amazon AWS
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