Program Manager, Technical Training and Instructional Design
Americas (virtual)

The Program Manager of Technical Training and Instructional Design will be an integral part of the Learning and Development team working to ensure a high-quality, immersive technical training experience for internal team members and clients. Reporting into the Director of Learning and Development, the Program Manager will partner with the technical training and data/analytics teams to enhance the delivery of live-led and on-demand technical training content using instructional design best practices.

The role will have governance over the entire technical training content body of work and all related projects, including rebranding 200+ quick reference guides (QRGs), workflow management of all content updates for weekly system enhancements, transition of all live-led technical training from demonstrations to immersive learning experiences, and instructional design of complex technical training projects. The ideal candidate will possess a successful track record of project management using detailed project plans, a sense of humor, a willingness to help as needed in a rapidly growing company, and an eagle eye for clean, error-free design as the final quality control check for all new learning content.

What you'll get to do:

- Partner with the technical training team to build a deep understanding of our business processes and proprietary systems
- Partner with the data/analytics team to incorporate Kirkpatrick level 1-4 metrics into key technical training programs to measure business impact of learning
- Manage our 200+ piece technical training micro-learning library of internally created QRGs for our proprietary software
- Lead key stakeholder cadence meetings to manage our announcement strategy for client portals for new policy/system enhancement updates
- Ensure weekly system enhancement changes are incorporated into micro-learning library content
- Manage regular audit cycle for all library content to ensure library reflects current system and process improvements
- Serve as instructional design lead for all large-scale technical training initiatives
- Manage the standardization and rebranding of our technical training micro-learning library using branded templates and redesign outdated content to ensure quality control
- Turn proprietary technical training documentation into micro-learnings to build comprehensive content library covering the full functionality of our proprietary systems
- Utilize instructional design best practices including ADDIE, Kirkpatrick, and other industry-standard ID methodologies

Skills and experience we value:

- Bachelor's degree in curriculum and instruction, learning and development, or equivalent corporate experience
- Master's degree in instructional design or related program strongly preferred
- PMP certification strongly preferred

- 7-10 years of experience in technical training instructional design (systems and processes) and program/project management, specializing in immersive learning experiences (fully hands-on in the software)
- Strong relationship-building skills and cheerful demeanor
- Excellent verbal and written skills
- Extremely strong attention to detail in communications and design deliverables
- Ability to convey technical concepts in clear, concise, easy-to-understand language
- Self-directed and proactive with ability to stay on track in fast-paced, rapidly growing organization
- Experience in the staffing industry, software industry, or Human Resources operations a plus
- Experience designing immersive technical training content for proprietary systems a plus

Benefits and Location

- Eligible for variable compensation plan based on performance and company goals
- Paid vacation, sick days, and holidays
- Medical, dental, and vision insurance
- 401(k) retirement plan
- Voluntary life insurance
- Many more ancillary benefits
- Periodic travel of less than 10%

People2.0 is the world's largest global employer of record (EOR) and agent of record (AOR) services platform, created exclusively to serve the talent ecosystem, including staffing agencies, search and recruiting firms, individual recruiters, mass talent procurement organizations, and compliance, contracting, and consulting companies.

People2.0 enables talent providers, large and small, to place anyone in any work arrangement, anywhere—simply, quickly, and compliantly. Our global team is dedicated to helping our customers expand their value proposition, optimize opportunities to access the global talent pool, and create a borderless world of unlimited growth for their business.

Please visit People20.com