

Helping Organizations Drive Value through
People, Performance and Products.



Training Documentation Specialist

- Northern Virginia (Gainesville)
- Full-time/Remote

Job Description:

As a member of the team, you will provide training and create documentation to support several web-based applications. You will also liaise with the clients, users and product development teams. An ability to quickly understand and master the complexities of our projects will be essential in this role.

Job Responsibilities:

- Create and update training documentation which includes training documents, PowerPoint and other supporting materials
- Facilitate training for our Clients and End Users.
- Conduct both in-person and web-based training events
- Collaborate with Clients and developers to improve training offerings for various audiences and products
- Develop an understanding of customer processes and standard operating procedures
- Demonstrate responsiveness and sense of urgency in all customer interactions

Minimum Qualifications:

- Minimum of 6 years' experience creating training materials and documents
- Experience conducting training for software or web-based applications
- Strong writing and language skills.
- Effective communication skills, including listening, writing, and speaking
- Ability to lead training sessions with confidence
- Strong time management skills and ability to effectively manage multiple priorities
- Strong analytical, problem-solving, and interpersonal skills
- Ability to work independently and integrate into a team environment
- Previous experience within software/ web industry is preferred

Additional Qualifications:

- Ability to work on multiple concurrent projects.

The JTOA Corporation

Send inquiries for this position and share your resume to: careers@jtoainc.com

- Ability to adapt to various people and working styles under tight deadlines.
- Possess excellent leadership, communication, prioritization, and organizational skills.
- Editing skills; excellent knowledge of grammar and punctuation.

Clearance:

- Ability to acquire Secret clearance.