*This instructional designer job description is a foundation. You should customize this document for your organization by adding or removing individual bulleted items below.*

**Position: Instructional Designer**

**Job Summary**

This position is responsible for the analysis, design and development of new and current training materials, including instructor-led training, elearning content.

**Essential Responsibilities and Duties**

* Develops and maintains the learning assets for  customers and employees
* Partners with other teams to gain critical insight to design and develop supporting education
* Partners with other training departments in the organization to determine curriculum, delivery methods, and key performance measures to ensure  successful education
* Ensures all educational needs are delivered on time, on budget and on quality
* Identify and create opportunities for service improvements to drive efficiency, cost reduction, customer satisfaction.
* Drive continuous improvement in operations by initiating change and creating an environment that is conducive to change.
* Ensure effective working relationship with, software development, and customer support to accomplish joint objectives that support delivery of products and services.
* Responsibilities include but are not limited to analysis, selection and modification of application software, installation of hardware and software, database management and integrity.
* Advice senior management on matters related to services, budgets, personnel.
* Create and design new and refresher user-centric training products and curriculum that are accurate, correct, flow logically, and consistent with established quality standards.
* Collaborate with curriculum team to revise current training products and curriculum on a regular basis to maintain accurate and current content.
* Consult and work with subject matter experts and cross-department representatives to implement innovations into training products and curriculum.
* Create, document, and improve team processes, standards, and best practices as needed.
* Manage multiple deliverables and timelines to adhere to the established quality standards and processes, like Section 508 compliance, style guide consistencies, and other required review cycles.
* Participate in call reviews, test calls, and other quality activities to ensure effectiveness of training products.
* Maintain a current knowledge of design and development of instructional materials, incorporating adult learning principles, Blooms Taxonomy, Kirkpatrick’s Levels of Evaluations, and other instructional design concepts.
* Ability to conduct needs analysis, write instructional objectives, recommend varied instructional models, create learning solutions, and integrate measurement standards.
* Possess strong written and verbal communication skills along with sound presentation and facilitation skills.
* Ability to collaborate and develop strong partnerships across the team, department, and organization.
* Attend team, curriculum, and client meetings, as needed.
* Occasionally lead curriculum projects, including driving leadership level decision/initiatives down to project teams.
* Select, modify, or create a design and development model appropriate for a given project.
* Occasionally represent the Training team in presenting to the client (e.g., presenting small segments of a formal presentation of curriculum redesign).
* Is viewed as a key contributor and a leader on the team to achieve the overall goals of the training organization.
* Experience with project and task planning using conventional instructional development methodologies (e.g., ADDIE, SAM, Agile, etc.)

**Competencies**

* Communication—Excellent communication written and verbal skills.
* Planning & Organizing—Superior organization and planning skills, including the ability to direct and prioritize multiple and complex projects to completion within deadlines.
* Analysis & Problem Solving—Demonstrated ability to analyze and solve complex business problems.
* Systems & Process—Solid systems and process skills.
* Customer Service—Superior (internal or external) customer-facing skills, including all types of communication, managing through conflict, creating win/win situations; focused approach to problem solving.
* Matrix Management—Demonstrated ability to achieve professional goals in a dynamic team environment with overlapping, yet distinct business objectives.
* Innovative Mindset & Change Champion—Brings an entrepreneurial approach to problem solving and advocate for change inspiring others to engage and excel.
* Planning—Partner with Business Unit and Functional Leaders in the preparation of monthly forecasts.

**Tools**

* Adobe Connect
* GoToMeeting
* WebEx
* Learning management systems
* Adobe Captivate
* Lectora Inspire
* Articulate Storyline
* Articulate Rise
* Section 508 Accessibility Tools
* SharePoint
* Adobe Acrobat
* SnagIt

**Education**

* BA or BS degree or equivalent experience.

**Preferred Skills**

* Experience as a trainer or facilitator
* Minimum 3 years specific education development and delivery experience
* Master’s degree in Instructional Design, Instructional Technology, Adult Education
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