APPLEBY

TECHNOLOGY TRAINER

JOB IDENTIFICATION	
Job Title:	Technology Trainer
Department:	Initiatives/ Information Technology
Reports To:	Technology Training Manager

THE ROLE

Purpose

As Technology Trainer for the Appleby group, you will work closely with our Initiatives and IT team to design, deliver and evaluate training programmes for new systems and/or system upgrades, document production and management, as well as system induction programmes for new colleagues.

In addition, the Technology Trainer will support on administration and development of the Learning Management System and shall administer all global learning and development platforms and solutions.

Principal Duties and Responsibilities

Design, deliver and evaluate training programmes for new systems and/or system upgrades

- Work closely with IT colleagues during system implementation projects in order to support user acceptance testing and develop own knowledge of new systems and/or system upgrades.

- Design and deliver colleague training using the most appropriate delivery method for the audience and content. Delivery methods may include eLearning, virtual/online training, webinars, classroom-based sessions, floor walking, deskside support, 1:1 training or the use of external suppliers when necessary.

- Maintain records of learner development and devise modes of assessment to evaluate the effectiveness of training.

Design, deliver and evaluate system induction programmes for new colleagues

- Work closely with function leaders to design induction programmes for new joiners which cover all role-appropriate systems. Conduct regular re-evaluations to ensure that system inductions continue to give new colleagues the best possible welcome to Appleby.

- Design and deliver interactive system induction sessions on all core systems, ensuring that new colleagues are able to demonstrate skills and knowledge gained. Deliver refresher training if and when required.

- Act as a key contact for new colleagues in their first weeks at Appleby, role modelling Appleby values and providing support on systems, tools and applications.

- Maintain records of learner development and devise modes of assessment to evaluate the effectiveness of training.

- Create and own the facilitator guides and training materials and ensure that they are regularly reviewed and updated to ensure consistency.

Design, deliver and evaluate training programmes for document production and management

- Work closely with internal document production experts to develop a full understanding of Appleby's Microsoft Word document templates, document branding and approach to house styles, plus document management and deletion protocols.

- Work closely with internal document production experts to design interactive training sessions covering correct use of our Word-based house styling software and the correct procedure for producing, saving and archiving documents.

- Deliver document production and management training as part of induction for relevant colleagues and as a regular refresher training programme for all legal support teams, ensuring that colleagues are able to demonstrate skills and knowledge gained.

Lead on administration and development of the Learning Management System
- Promote use of the Learning Management System for colleague development and manage

access requirements, including providing access for new joiners, saving training records and then removing access for leavers.

- Liaise with external providers of eLearning sessions to test and then publish eLearning for colleague development.

- Work towards qualification in the use of Articulate 360 eLearning software or similar in order to create interactive eLearning sessions covering use of core systems as required by the business.

Manage and develop all global learning and development platforms and solutions

- Promote use of LinkedIn Learning and MBL Legal Webinars plus any additional online learning platforms to which Appleby subscribes, in order to maximise usage across the group.

- Manage access requirements for those platforms, including providing licences for new joiners and removing access from leavers.

Knowledge, Skills and Experience Required

- Strong IT skills are essential including extensive knowledge of Microsoft Office programmes and advanced knowledge of Microsoft Word.

- Practical experience with business solutions such as document management, billing and client relationship management systems.

- Strong work ethic with the ability to work independently using own initiative but also collaboratively, as part of a diverse global team.

- Proficiency coordinating classroom and online training with virtual learning environments. Excellent training and presentation skills in both 1:1 and group settings. Experience creating and maintaining role-based learning pathways.

- Enthusiasm for meeting and building relationships with colleagues. Open to different cultural perspectives and able to adapt own schedule and style to ensure all global colleagues receive consistent levels of training support.

- Minimum two years' training experience, ideally within a professional services environment. A formal training qualification is preferred but not essential.

- Experience in deployment of learning via a learning management system and/or creation of eLearning is desirable but not essential.

Additional Information

Our current technology suite includes:

- Aderant Expert
- Articulate Rise.com
- BlueJeans videoconferencing
- DocsCorp PDF Docs
- Extra Time – internally developed time recording system
- iManage WorkSite/FileSite document management system
- Lexis Nexis InterAction and InterAction for Microsoft Outlook
- Microsoft Office suite including Teams
- Mitel telephones
- OneVoice - internally developed expense management system
- Samsung mobile devices
- ViewPoint
- Voyager – internally developed workflow system for HR change processes
- Workshare Compare