

Job Title: Lead Technology Trainer

Reports to: Manager of Application Support & Training

Office: Boston or New York

Status: Exempt

The Lead Technology Trainer will be an enthusiastic and highly motivated individual who will develop and, along with the Technology Trainer, deliver highly effective Firm-wide technology training programs for legal and non-legal staff to help others develop technical/IT skills that will make them better professionals while meeting organizational needs. The successful candidate will collaborate with both Legal and Admin departments throughout the Firm to identify ways to maximize technology utilization in the delivery of client services and to develop the vision, strategy, planning, communication and execution of IT training programs.

Responsibilities:

- Manage the design, content and overall implementation of new and ongoing training initiatives and programs for employees to ensure further development and growth.
- Develop instructional methodologies, secure necessary resources and participation by attorneys/staff and obtain feedback to improve the effectiveness of future training programs.
- Create instructor materials (course outlines, background material, instructional materials and training aids).
- Observe and evaluate effectiveness of training programs and recommend adjustments for improvement.
- Craft and maintain individual training plans targeted to specific employees to maintain and improve existing skills along with teaching new skills.
- Ensure the quality and consistency of course content throughout a course lifecycle.
- Mentor and provide leadership to the Technical Training Specialist in the subject matter, content, and course delivery techniques for assigned technical courses.
- Maintain training portal for employees to utilize.
- Keep and report data on completed courses, issues etc.
- Keep up-to-date on new technology.
- Continuously enhance technical instructional delivery and presentation skills.

Qualifications:

- 6 plus years of experience and Bachelor's Degree required or equivalent combination of experience and education.
- Certification such as CTT+ (Certified Technical Trainer) is a strong asset.
- Knowledge of modern training techniques and tools in technical subjects.
- Experience developing, designing and implementing training programs.
- Ability to address training needs with complete courses.
- Excellent organizational and time-management abilities.
- Excellent written and verbal communication skills.
- Strong customer service and interpersonal skills.
- Strong formal and informal presentation skills.
- Ability to work effectively with all levels of the organization, including senior level management.
- Ability to work independently and in teams.

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