TRINITY HEALTH
POSITION DESCRIPTION

Job Code:	T0853	**Position Title:**	Lead Developer, Learning Technology
Date:	July, 2020	**Reports To:**	Manager, Organization Effectiveness Technologies
FLSA:	Exempt	**Department:**	Organization Effectiveness Operations
Grade:	14	**Approved By:**	SVP, Organization Effectiveness

POSITION PURPOSE

The Lead Developer Learning Technology creates, implements, and manages technology-driven systems and learning solutions for colleagues across the organization. This position often leads critical projects, manages teams, and aids in the development of fellow developers of learning lechnology.

The Lead Developer Learning Technology is responsible for working extensively with internal stakeholders, learning experience designers, subject matter experts, external suppliers, developers and Organization Effectiveness technology and operations colleagues to provide the technical expertise related to the development of high-quality learning solutions.

This position applies an in-depth expertise and mastery of the current technical means to deliver high quality, reliable, and engaging learning experiences. The Lead Developer Learning Technology frequently utilizes significant technical proficiency as well as a thorough understanding of visual and user-centered design. Work activities require the ability to lead teams and the skills to diagnose and resolve complex technical issues.

ESSENTIAL FUNCTIONS

1. Knows, understands, incorporates, and demonstrates the Trinity Health Mission, Vision, and Values in behaviors, practices, and decisions.

2. Provides technical, creative, and user experience (UX) direction to support a cohesive experience across all learning deliverables.

3. Possesses a sophisticated knowledge of the delivery, management, and packaging of learning activities. Serves as a subject matter expert in interacting with learning management systems, learning portals, and learning record stores for testing of the functionality of learning activities, SCORM status, or xAPI statements.

4. Models continuous professional learning and improvement behavior, adapting to new tools, researching best practices, and vetting future delivery mechanisms. Demonstrates the importance of being a continuous learner by being active in the learning and development industry and sharing new discoveries with Trinity Health colleagues.

5. Develops, coaches, and mentors fellow learning developers, instructional design staff, facilitators, and learning management system administrators.

6. Manages multiple large-scale projects simultaneously while meeting deadlines and customer expectations. Partners with team members to ensure that fellow developers fulfill commitments, communicate effectively, and deliver quality outcomes.

7. Leads the investigation of technical issues, troubleshoots potential solutions, and documents the knowledgebase to educate the team for future occurrences. Designs the process of quality assurance testing across multiple browsers, platforms, and devices. Documents technical issues and observations to contribute to the Organization Effectiveness technologies knowledgebase.

8. Collaborates with colleagues to provide input and recommendations regarding technical delivery and design concerns. Builds collaborative partnerships and working relationships with colleagues by serving as a subject matter expert in contributing ideas and gathering feedback. Leads creative team meetings to identify design direction for projects and processes.

9. Analyzes learning and technology needs and collaborates with subject matter experts and learning experience designers to provide input and recommendations for technical design. Fosters a consultative mindset that anticipates needs, workflow, and deliverables. Possesses a basic knowledge and application of adult learning principles and instructional design processes.

10. Takes a lead role in defining internal process and technology standards. Participates in the estimation, scoping, and scheduling of project work.

11. Uses content, layout, interactivity, and animation from source material or storyboards to design and produce creative solutions that engage learners. Utilizes expertise and mastery of visual design fundamentals, typography, and brand-aligned color usage in a way that is relevant and effective for the situation.

12. Oversees process documentation, template development, and the creation of media assets. Ensures that newly created resources are stable, error-free, and provide a user-focused learning experience across a variety of platforms. Creates the framework for media management and file naming conventions.

13. Maintains a working knowledge of applicable Federal, State, and local laws and regulations, Trinity Health's Organizational Integrity Program, Standards of Conduct, as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical, and professional behavior.

MINIMUM QUALIFICATIONS

1. Must possess a superior knowledge of digital delivery tools and techniques, as normally obtained through a Bachelor's degree in training and development, multimedia and communication technology, web development, graphic design, or a related field, and at least seven (7) years of learning and development industry experience; or an equivalent combination of education and experience. Healthcare experience and Master's degree a plus.

2. Excellent written and interpersonal communication skills, with the ability to express technical information to non-technical people.

3. Must possess the ability to work and interact with a wide range of colleagues, directors, and leaders. Must exhibit tact and diplomacy in developing and maintaining positive working relationships while managing the design and delivery of learning solutions.

4. Expert level knowledge and skill in learning development tools (i.e., Storyline, Lectora, Captivate).

5. Demonstrated mastery of web development tools (i.e., HTML, CSS, mobile frameworks, JavaScript). Database application experience is a plus.

6. Demonstrated mastery of learning management systems, SCORM delivery, and sending/receiving xAPI statements.

7. Subject matter expertise of usability, user experience, and user interface best practices. Must demonstrate the ability to implement contemporary web design principles including responsive layout and design.

8. Demonstrated mastery of animation, video, and audio editing tools (i.e., Animate, Camtasia, Premiere Pro, After Effects, Audition) and demonstrated advanced knowledge of publishing to various video hosting platforms.

9. Expert level knowledge of visual design tools (Photoshop, Illustrator, InDesign, PowerPoint).

10. Demonstrated mastery with various audio recording techniques as well as video pre-production, location scouting, setup, equipment selection, shot management, and working with on-screen talent.

11. Must possess a personal presence that is characterized by a sense of honesty, integrity, and caring with the ability to inspire and motivate others to promote the philosophy, mission, vision, goals, and values of Trinity Health.

12. Must be comfortable operating in a collaborative, shared leadership environment.

PHYSICAL AND MENTAL REQUIREMENTS AND WORKING CONDITIONS

1. Must be able to set and organize own work priorities, and adapt to them as they change frequently. Must be able to work concurrently on a variety of tasks/projects in an environment that may be stressful with individuals having diverse personalities and work styles.

2. Must possess the ability to comply with Trinity Health policies and procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of duties so assigned.