

Training and Development Specialist

GlobeStar Systems is a leader in integrated clinical communication. Our cornerstone product, Connexall®, is an award-winning Enterprise grade IoT platform, purpose built for the healthcare industry. Connexall® is a sophisticated and customizable end-to-end integration and communication platform that helps its customers improve clinical workflow, reduce alarm fatigue, and drive better patient and staff outcomes.

Job Title: Training and Development Specialist

Type: Full-Time

Start Date: Immediate

Location: Toronto

Job Summary

Reporting to the Director of Employee Experience & HR, the Training and Development Specialist will play a key role in enhancing the skills and knowledge of both our employees and external customers. The ideal candidate will be responsible for designing, delivering, and evaluating comprehensive training programs. This role involves both internal training facilitation for employees and external training for customers, as well as the creation of engaging training content, with a specific emphasis on virtual training capabilities.

Primary Responsibilities

- Ability to lead the design, development, and implementation strategy for high quality and engaging learning experiences (e.g. eLearning, mobile learning, videos, PowerPoints, etc.) that aligns with organizational goals and customer needs.
- Create content that will be used for customer training. This includes administrator and end user training.
- Customize training programs to meet the specific needs of internal and external stakeholders.
- Demonstrate proficiency in designing and delivering effective virtual training sessions.
- Utilize virtual training platforms to create engaging and interactive online learning experiences.
- Develop and update training materials for both internal and external audiences, including presentations, manuals, certification programs and online resources.
- Conduct engaging and interactive training sessions for employees to enhance their skills and knowledge.
- Collaborate with department heads to identify and address internal training needs.
- Deliver virtual training sessions to external customers, ensuring a high level of product knowledge and customer satisfaction.

- Continually research and learn new technologies to enhance eLearning courses and propose recommended enhancements.
- Conduct needs assessments to identify skill gaps and training requirements for both internal employees and external customers.
- Implement evaluation methods to assess the effectiveness of both internal and external training programs.
- Gather feedback from employees and customers to continuously improve training initiatives.
- Administer and maintain the Learning Management System (Litmos), ensuring accurate tracking of both employee and customer training records.
- Act as a back up to the Training Facilitator.
- Other duties as required.

Qualifications

- Bachelor's Degree in instructional technology, educational technology, eLearning, multimedia design, digital media, graphic design, or related field required.
- 5+ years of experience in training and development or similar experience required.
- Technical and creative design knowledge preferred.
- Demonstrated expertise with Lectora, Articulate 360, Adobe Captivate, and/or Camtasia.
- Knowledge of Learning Management Systems (LMS) capabilities and limitations.
- Experience creating high quality educational videos.
- Excellent skills in Microsoft products and eLearning tools.
- Proven experience in both internal and external training facilitation and content creation.
- Demonstrated proficiency in virtual training platforms and tools.
- Familiarity with adult learning principles and instructional design.
- Ability to adapt training approaches to diverse learning styles.
- Exceptional communication skills; verbal, written, and presentation.
- Ability to multitask and manage time effectively by prioritizing a high volume of work and meeting deadlines in a dynamic, fast-paced environment.
- People-oriented with the ability to work individually or as part of a team.
- Must be resourceful, energetic, and display a strong desire to take initiative.
- Strong attention to detail with the ability to accurately and thoroughly monitor work for quality and ensure standard specifications are met.
- Strong project management and organizational skills
- Troubleshoot and resolve issues related to e-learning technologies

Benefits:

- Competitive salary and performance-based bonuses.
- A rich benefits package, including medical, dental, life, long-term disability insurance.

- Professional development opportunities.
- Retirement matching program.
- Paid vacation and sick days.
- A dynamic and inclusive work environment.
- Flex work policy.