



Process Intelligence for Manufacturing.

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Position:

Training Program Manager

Reports to: VP of Customer Operations

Job Description:

Aegis Analytical Corporation is looking for an enthusiastic professional responsible for the development, management and quality oversight of the customer and employee training programs. The Training Program Manager will manage curriculum development, training delivery and facilitation, internal/external training requirements, programs, reporting and analysis.

Responsibilities:

- Develop and organize training materials, multimedia visual aids, and other supplemental materials to support the overall learning program. Assist in the on-going development of enhanced product material and the integration to existing courses. Analyze training needs to develop new training programs or evolve and improve existing programs.
- Train instructors in techniques and skills for training delivery.
- Work closely with VP, Customer Operations, Account Managers and Professional Services to support of Customer Training Needs.
- Evaluate instructor performance and the effectiveness of training programs.
- Conduct or arrange for ongoing technical training and personal development classes for employees. Maintain compliant training records.

Skills:

- Curriculum development
- Excellent presentation, writing and overall communication skills
- Ability to manage multiple priorities
- Solution oriented
- Customer Management
- Training Delivery

Experience:

Minimum 4 years experience in software training delivery/development. Experience implementing Agile or working in an Agile environment. Experience in the biotech or pharmaceutical industry or regulated space is a plus.

Education level:

Bachelor's degree in business or equivalent.