

Training Specialist

Calgary, AB

THE ROLE

The Training Specialist primarily supports the Technology Consulting and Engineering teams in the development of internal and external training and support content for Dynamic Risk's state-of-the-art, self-serve software solution called IRAS.

The Training Specialist performs training needs assessments and leads the creation of training content and learning materials used to deliver training by other team members, support client needs and assists with the development and standardization of a train-the-trainer program.

This is an excellent opportunity for an experienced technical training specialist to demonstrate their ability to work in a fast-paced, high growth technology environment. Our ideal candidate demonstrates a high level of motivation, is a self-starter with excellent follow up, and a team player with an ability to deliver within defined timelines.

ABOUT DYNAMIC RISK

Dynamic Risk is a widely recognized integrity and risk management company in the energy sector. We've been delivering our expertise and solutions since 1996 and we've become the industry leading provider of pipeline integrity management solutions. We are the only provider who combines science, engineering and technology to help our clients operate efficiently while at the same time improving pipeline safety and system reliability.

Dynamic Risk is a privately held company, achieving double digit growth year over year, for the past eight years. We are headquartered in Calgary, Alberta with US Operations located in Houston (The Woodlands). Our future is bright and we are actively expanding our capabilities and services to meet the needs of over 100 clients in North America and around the globe.

WHY JOIN US?

Dynamic Risk is committed to creating extraordinary value for our clients through technology and people. Our values define what we stand for and believe as a company, and our employees will tell you they are lived every day.

As a member of the Dynamic Risk team you'll work in a collaborative environment where individual contribution and leadership is encouraged, going above and beyond is recognized and rewarded, where technical challenges are inspiring and valued, and where you'll have direct influence on the Company's direction and success.

WHAT YOU'LL GET TO DO AS A TRAINING SPECIALIST

- Assess training external and internal needs through a variety of means including surveys, interviews and consultation with managers and other key personnel
- Design and develop new and update existing training materials including but not limited to videos, webinars and self-guided manuals that capture the entire IRAS product workflows
- Deliver training classes and support users
- Work closely with Development, Technology Consulting and Engineering team members to ensure that training deliverables demonstrate how users can do their jobs efficiently with the products
- Communicate technical and product issues to management and participate in the design process and software development life cycle
- Lead the development of standardized training tools that can be used to deliver training by other team members, support client needs and assist with the development and standardization of a train-the-trainer program
- Support client requests related to existing application functionality through the Client Support portal
- Assess training effectiveness to ensure incorporation of taught skills and techniques into employee and customer behaviour
- Evaluate ongoing programs to ensure that they reflect any software changes
- Identify internal training needs and develop training materials and/or programs
- Stay abreast of the new trends and tools in employee development
- Support sales and marketing teams with the value proposition and product highlights

WHAT YOU'LL NEED TO BE SUCCESSFUL

- Degree or diploma in Education, Training, Instructional Design, Computer Science or related field
- Extensive knowledge of instructional design theory and learning principles and a proven ability to master the full training cycle
- Listening skills – proficiency in active listening skills to broaden understanding, absorb different perspectives and help diffuse perceived obstacles and potential gaps in understanding
- Design thinker – human centered design or design thinking methodologies to help guide continuity in a cohesive way
- Proven experience in a technology environment
- Passion for working with leading edge technologies and a desire to understand IRAS's benefits, use cases, business and technical elements
- Familiarity with traditional and modern training methods, tools and techniques
- Demonstrated ability to succeed in a fast-paced, dynamic and high growth technology environment
- Ability to conduct a cost-benefit analysis and calculate training Return on Investment
- Sound decision making and organizational skills
- Strong oral and written communication skills with the ability to effectively communicate with both technical and non-technical team members

- Demonstrated problem solving and troubleshooting skills
- Keen interest in improving solutions; the ability to maintain a positive and enthusiastic attitude
- Ability to be flexible and work analytically in a problem-solving environment
- Demonstrated teamwork and collaboration in a professional setting
- Certified Training and Development Professional (CTPD) an asset

APPLY NOW: careers@dynamicrisk.net

Dynamic Risk is an equal opportunity employer offering a competitive compensation package, and unlimited potential for professional growth and development. We are a premier provider of pipeline integrity solutions in North America and we excel at providing engineering expertise through technology.