Talent development roles and responsibilities are often impacted by the size, structure, and tasks of an organization's learning function. This sample job description is designed as a starting place for you to then customize to reflect your organization's specific needs.

Learning Technology - Individual Contributor

Job Description Summary

This position is responsible for managing and maintaining learning platforms, providing technical support, and integrating new learning technologies. The role involves conducting user experience testing, troubleshooting technical issues, and implementing AI-powered learning tools. The ideal candidate will have strong technical skills, experience in system maintenance, and the ability to analyze learning data to support the effective use of technology in learning and development.

Essential Duties and Responsibilities

- Manage learning platforms, ensuring their functionality and accessibility.
- Conduct user experience testing to optimize learning platforms and materials.
- Manage eLearning materials from vendors and ensure their integration into learning systems.
- Provide technical support to users, resolving issues promptly.
- Integrate new learning technologies into existing systems.
- Troubleshoot and resolve technical issues related to learning platforms and technologies.
- Maintain learning systems to ensure their reliability and performance.
- Implement new technologies to enhance learning experiences.
- Conduct system testing to ensure the functionality of learning technologies.
- Create user guides and documentation for learning technologies.
- Analyze learning data to inform technology decisions and improvements.
- Manage digital content, ensuring it is up-to-date and accessible.
- Research new technology solutions to enhance learning and development.
- Implement AI-powered learning tools to personalize and improve learning experiences.
- Ensure cybersecurity measures are in place to protect learning data.

Skills

- Proficiency in LMS management and technical support.
- Expertise in technology integration and troubleshooting.
- Experience in system maintenance and new technology implementation.
- Strong system testing skills to ensure functionality and performance.
- Ability to create user guides and technical documentation.
- Data analysis skills to support technology decisions.
- Familiarity with AI tools and basic machine learning concepts.

- Understanding of natural language processing (NLP) applications.
- Proficiency in digital content management.
- Knowledge of cybersecurity best practices.
- Excellent technical writing skills to create clear and comprehensive documentation.

Qualifications to Consider

- Associate Professional in Talent Development (APTD)

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