

JOB TITLE – Multimedia Instructional Designer

Position reports to : CaseWare Africa Training Manager
Direct Reports : Not Applicable
Office Location : Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

The purpose of appointing a Multimedia Instructional Designer is to deliver fit for purpose learning resources that enable clients and employees to achieve success when using our solutions. The incumbent will own the e-learning, multimedia, and instructional design aspects.

PRIMARY RESPONSIBILITIES FOR THE ROLE

a) Learning content instructional design

- Partner with subject matter experts to analyse training needs to develop new training programs or modify and improve existing programs;
- Assist with the development of training content for internal and external audiences;
- Own and manage all content on relevant platforms like SharePoint and File Transfer Protocol (FTP) portals that will be deployed onto the learning platforms like Moodle and the Success Community; and
- Act as the training teams' brand custodian for all learning related content, keeping branding of materials up to date to new or changed corporate identities.

b) Learning Systems Management

- Partner with Subject Matter Experts and Learning Management System partners to ensure approved training and assessments are published onto the platform;
- Take full responsibility for the online assessments as given and signed off by the relevant owners;
- Provide technical support to the trainers, clients, or other stakeholders in solving platform technology issues; and
- Assist where required to draft, maintain, and archive all learning artifacts on the CaseWare Africa Success Community Knowledge Base and Getting Started Journeys (this includes videos, articles, how to guides and videos).

c) Release Management

- Take responsibility for the creation, maintaining and actioning of all tasks assigned to you within the Operational Readiness process;
- Take responsibility for all outcomes required by you as the Multimedia Instructional Designer to ensure successful implementation of releases; and
- Support the Product Managers, Product Owners and Services teams to help update the Knowledge Base and Getting Started artifacts on the CaseWare Africa Success Community.

d) Material development and management

- Design, manage and maintain all digital learning material (learner guides, slide decks, course activities, videos, e-learning modules, and where applicable online community articles;
- Manage the relationships between various internal stakeholders to ensure learning is content secure, tested and implemented according to business needs;
- Manage the File Transfer Protocol (FTP) portal as part of the underlying content enabling function to the CaseWare Africa Success Community; and
- Maintain a content repository of all videos, courses, and other learning resources (Manual, slides, activities, and other elements) needed by Trainers and Consultants when they need to train.

e) Research and Internal Training

- Adopt a mindset of continuous improvement, conduct formal research and innovation in the space of instructional design, e-learning, and multimedia tools best practices; and
- Assist with the development and maintenance of all training collateral (training plans, e-learning modules, and other resources).

Qualification and Experience Requirements

Essential Requirements

- Completed Bachelor's degree in BCom, multimedia design, graphic design, or instructional design, or a related field in training development, (Minimum NQF Level 6), a qualification in adult learning practices
- Technical training on authoring and other tools for the design and development of classroom and or online training material
- 2 years' experience in the design, implementation, and evaluation of blended learning programmes and or curriculums that combine multiple forms of learning delivery (Classroom and or online);
- 3-5 years Training Material Development experience within a training environment would be essential with the ability to do classroom based and e-learning content
- 2 years' experience in basic video and audio editing in tools like Camtasia, Audacity, Final Cut Pro, or the Adobe suite;
- Experience in user-based as well as administrative functions of a learning management system. Moodle is the preference.

Desirable Requirements

- A basic understanding of the Agile Project Management discipline to support the CaseWare Africa team development process as solutions are developed and brought to market;

- Experience with CRM systems (Salesforce.com an advantage)

KNOWLEDGE

- Knowledge of and skilled in using e-learning platforms and other multimedia tools to provide complex training content.
- Superior knowledge of instructional and or content design and different authoring tools like Articulate Storyline 3 and Adobe Captivate.
- Knowledge of the e-learning industry.
- Some knowledge of Auditing would be great, but not a requirement.

SKILLS

- Video editing skills where filmed interactions or recorded videos of software and other processes are produced in a way that delivers illustration to the viewer.
- Excellent Microsoft Office skills with the ability to perform work on any of the applications e.g., Manuals, presentations, basic reporting, and effective email communication skills.
- 2 Years Project Management skills with some exposure to online Project Management tools like Microsoft Project, Planner or Trello.
- Strong interpersonal skills -must be able to work with and collaborate effectively with a range of stakeholders.
- Highly creative, innovative, and resourceful individual with a willingness to assist wherever required.
- Excellent communication skills within a matrix organisation where all levels will engage with you.
- Must have strong analytical skills and be able to analyse information and provide feedback on this analysis.
- Proven stakeholder management skills. Be able to manage vendor relationships e.g., where external subject matter expertise is provided to CaseWare Africa e.g, Content, externally facilitated webinars etc.
- Be organised and systematic to ensure content and information is readily available.
- Good attention to detail with the ability to effectively give and receive feedback.

ATTRIBUTES

a) Personal Attributes and Qualities

- Strong leadership ability with personal credibility capable of effectively interacting with all stakeholders;
- The ability to assist in the co-facilitation of training courses (not as the actual facilitator and or subject matter expert) when complex programmes require technical assistance;
- Comfortable with Virtual Meetings and the technology component that goes along with that and must be comfortable to present to one or more stakeholders with the camera switched on;
- Sound influencing skills in dealing with internal and external stakeholders;
- Focused and driven by excellence;
- Effective communicator at all levels;
- Ability to work in a fast-paced, highly pressured, and collaborative environment with a focus on producing results;
- Ability to effectively manage time, prioritize tasks and work within deadlines with little supervision;
- Ability to critically evaluate the success of e-learning training material, using industry knowledge and experience to implement the most effective corrective action where required; and
- Excellent ability to transfer knowledge in a team environment.

APPROVAL

The signatories hereof, confirm that their acceptance of the contents and recommend the adoption thereof,

CaseWare Africa Training Manager

Date

E- Learning Multimedia Instructional Designer

Date