

Service Desk (SD) Training Specialist

Description

Frontline Managed Services is a global service provider, offering a full range of business process outsourcing for IT and accounting professionals within the legal industry. We offer complete coverage for any technology or support issues and can create cost-effective methods in accounts receivables management. In addition to IT support, we also develop cutting edge software and applications in support of our services through an in-house development team. Successful candidates will share our values and have an interest in working with the latest technologies in support of our operations team to provide exceptional customer service to our clients. We are currently seeking a Service Desk (SD) Training Specialist I to join our team in Goa, India.

The Service Desk (SD) Training Specialist I provides training to new employees on the systems, policies and procedures of Frontline Managed Services and retrains existing employees on new information and procedures to ensure they remain successful. This position Requires the ability to work a flexible schedule as we are a 24/7 service center with a need for training coverage during daytime shifts and on the rare occasion after hour shifts. Some travel required.

Responsibilities

- Delivery of Service Desk New Hire Training program to SD New Hires.
- Implement strategy for staff training and development and establish and maintain appropriate systems for measuring necessary aspects of staff training and development.
- Monitor, measure, and report on staff training and development plans and achievements within agreed formats and timescales.
- Distribute shift schedules for new hires.
- Liaise with other functional/departmental managers to understand all necessary aspects and needs of staff training and development, and to ensure they are fully informed of staff training and development objectives, purposes, and achievements.
- Learn additional skills, and gain knowledge of training methods.
- Ensure activities meet with and integrate with organizational requirements for quality management and general duty of care.
- Assist Training Director and Training Content Manager with the creation and design of course content, as well as job aids and other materials to ensure the trainees effectively learn the material.
- Responsible for coaching, development, and follow-up with new employees during their introductory period.
- Communicate and coordinate with the supervisors and other managers within Frontline about specific employees, new methods, and ideas to facilitate successful future training and employees.
- Facilitate client-led train the trainer sessions.
- Design and develop on-line learning modules with the use of video editing tools, specifically Adobe Express Video Editor; Articulate 360, Train Caster LMS, Knowledge Accelerator SkillBuilders tools and any other course development tools made available to the team.
- Other training activities as may be identified for the continued development of staff competence.

Hiring organization

PulseHRM

Employment Type

Full-time

Job Location

Goa

Working Hours

Shift – 06.30 pm to 02.30 am IST

Date posted

September 18, 2024

Valid through

18.10.2024

Qualifications

- 6 months of employment with Frontline and active member of Frontline Mentor Team or 1-2 years of prior training experience.
- Excellent analytical, problem solving and communication (verbal and written) skills.
- Prior extensive experience with MS Office, MOS Certifications a plus.
- Ability to work with minimal supervision and demonstrate appropriate initiative when making decisions.
- Excellent time-management, organizational and communication skills.
- Accuracy and the ability to handle a high-volume of work efficiently are essential to this position
- Effective communication skills, patience, and the ability to convey a message to a classroom in such a way that everyone understands the material.
- Highly organized, superior writing skills, versatility and flexibility based on the schedules and special needs of the trainees.
- Perceptive in knowing which training methods are working and which ones are not based on the results of the trainees as they are tested during the training process or after they complete training.
- Experience working with or in a Law Firm Information Technology a plus.
- Professional, accountable, and resourceful "team player" mindset.

Benefits offered with position include medical, dental, vision, 401k, paid holidays, paid time off. Final candidates are required to pass criminal background and drug screening. Frontline Managed Services is an Equal Opportunity Employer dedicated to workforce diversity.

***In addition to the great benefit package offered by Frontline Managed Services we also offer FREE Microsoft Office Specialist (MOS) certification! ***