



**Position: Training Specialist/Instructor**

**Location: Baltimore, MD**

**Duties:**

- Creates content for end users by working with business and IT staff.
- Creates training curriculum and act as instructor for Health and Human Service web applications.
- Works with business and IT experts to write and edit content for training materials, process documentation, web, presentations, videos and newsletters.
- Edits, proofreads and improves content for accuracy.
- Researches ideas and facts for the type of content.
- Writes content that engages with internal stakeholders (case workers, supervisors and managers) including business and technical staff following user-centric approach.

**Educational Experience:**

Bachelor's degree in a related field (e.g., Fine Arts, Marketing, Communications).

**Experience:**

- At least three (3) years of experience in creating and editing content of all types.
- Excellent communication and English writing skills with greater focus on quality.
- Engages SMEs in the development of job and department-specific training and to ensure accurate content design and relevant learning outcomes.
- Detail oriented person with experience in grammar, spelling, and deliver the message is critical for this position.
- Experience with state Health and Human Services application domain training content creation experience (child welfare, juvenile services, adult welfare services, food stamps, medicaid, temporary cash benefit, and child support) is preferred.
- Demonstrated ability to create technical content clearly and concisely.
- Advanced proficiency with MS Office and other graphic creation applications and techniques.
- Ability to synthesize information and convey complex concepts in simple terms.
- Detail orientation, teamwork, organizational and prioritization skills.
- Experience working directly with clients, ability to engage a variety of audiences.
- Ability to work independently, in high-profile assignments with tight deadlines
- Schedules, coordinates, and delivers or facilitates training programs/sessions, including training sessions performed subject matter experts, executives, and other users.
- Delivers classroom and workplace learning solutions that engage the learner and produce measurable performance improvement.

**SQN Systems, Corp. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, protected veteran status, among other things, or status as a qualified individual with a disability.**