



## **Human Resources: Instructional Designer/Instructional Technology Designer**

### **Our Business:**

The Global Human Resources (HR) group at Bank of America enables the company to drive revenue through attracting, developing and retaining a world-class workforce. HR strategy aligns to business strategy to ensure the company has the talent needed to achieve its business objectives. Key units within Global HR are Staffing, Compensation, Benefits, Leadership Development, Learning, and a team of Generalists. In addition to advising business leaders, Global HR helps the company deliver a higher standard of working environment, benefits, work/life commitment and satisfaction for our 200,000 associates.

### **Overview:**

**The Instructional Designer** is charged with prescribing and designing learning solutions. This position serves as the key connection point between the Learning Shared Services team and Learning Managers during solution design and development. The Instructional Designer is responsible for determining the learning solution and components that address knowledge gaps of the target audience. The primary role of the Instructional Designer is to validate provided analysis, prescribe, and design appropriate learning solutions employing instructional technologies and modalities including Web Based Training (WBT), Instructor Led Learning (ILT) (virtual and classroom), on-line and paper-based references, and other forms of learning. The Instructional Designer assists the Learning Shared Services management team in driving increased efficiencies in learning solution development. Responsibilities include:

- Continually explore methods and techniques that drive toward the reduction of cycle time for learning solutions.
- Conduct a validation of the task, audience, environment, and content analysis.
- Prescribe appropriate learning solutions to meet the needs of Business Partners.
- Organize high level content and design learning solutions for various delivery methods.
- Pass off to the Development Team the high level concept document for content outlines, learning objectives, and evaluation criteria.
- Work with the Development Team to ensure learning solutions adhere to design specifications and standards prior to Business Partner review.
- Revise high level design of the learning solutions based on feedback from Business Partners.
- Raise the bar on the Design of existing training programs and curriculums.
- Track and report time spent in Design of specific solutions.

**The Instructional Technology Designer** should have strong web authoring skills and be able to develop and implement instructional materials including courseware, performance support and various assessments in a variety of different delivery formats including Windows and OS2, Power Point and Paper Manuals. Significant experience utilizing Lectora is a plus, but in lieu of Lectora experience, the ability to code in DHTML, JavaScript and Flash provide competitive advantage. This role requires the ability to deliver under pressure on tight timelines, confidence to accept feedback gracefully, and willingness to work as a member of a high performance team. The Developer should be extremely interested in helping solve key educational challenges faced by our Company and highly desire to work in a training organization on e-learning type projects. Knowledge of adult learning research/educational theory are a plus.

### **Qualifications for Instructional Designer role:**

- Proven ability to create innovative and effective learning solutions that drive business results.
- Experience designing learning solutions and curriculum development experience in multiple delivery methods (ILT, WBT, structured writing practices, etc.).
- Experience with Microsoft Office applications (Word & PowerPoint) and WBT development software.
- Experience working in project teams.
- Strong ability to work closely with multiple developers to produce consistent look and feel across multiple components within a learning solution.
- Strong ability to influence Business Partners and drive results
- Bachelors degree in Instructional Design or Development, Training, Human Performance Improvement or Business required; Masters degree in Instructional Design discipline preferred

### **Qualifications for Instructional Technology Designer role:**

- Ability to:
  - Develop various learning products based upon storyboards and learning objectives.
  - Consult and collaborate with instructional designers to achieve the best quality learning product output for our clients
  - Participate in brainstorming sessions to identify innovative training solutions

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- Produce prototypes from wire frames and minimal specs
- Document workflow processes and communicate them to others when appropriate.
- Document knowledge capital developed on behalf of Bank of America that will result in best practices and lessons learned for others who perform the same role.
- Perform minimal integration work, post functional testing, to ensure developed learning products will function efficiently on our Company's LMS.
- Exhibit advanced problem solving skills when working under tight deadlines
- Exhibit high attention for detail and low tolerance for defects and errors.
- Code in HTML; DHTML; JavaScript

**Locations:**

Charlotte, North Carolina and Boston, Massachusetts