



People you can reach out to



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IT Project Manager at Quantam Solutions
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Message

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About the job

Quantum Solutions provides IT solutions and consulting for various clients. We offer competitive hourly wages, health benefits, paid time off, and a 401(k) plan. We are currently seeking an **IT Applications Training Specialist**. Candidates must be able to work a hybrid work schedule in Frankfort, KY.

About Our Client:

Our client is committed to meeting or exceeding the needs and expectations of their business customers and citizens. They strive to continually improve both the delivery of their products and services and the processes that support that delivery. Our client makes decisions based on this commitment and always strives to provide value to their business units and external stakeholder community.

Our client currently is a hybrid 60/40 office/telecommute agency. After 120 days, contractors may be approved for full-time telecommuting with the possibility of infrequent meetings in the agency's offices. Please note that as an executive branch agency, they are bound to policy and guidance of the elected Executive Branch and subject to any future expansion or removal of telecommuting policies.

Job Description:

We are seeking an experienced IT Applications Training Specialist to design, develop, and deliver engaging training programs for IT applications. The ideal candidate has a background in instructional design, familiarity with ADDIE, SAM, or Agile methodologies, and the technical skills to create modern, just-in-time learning modules for adult learners. This role, based in Frankfort, KY, will be both in-office and remote. The candidate will also develop and review teaching aids such as training manuals, multimedia visual aids, and computer-based reference materials, tailored to the implementation and ongoing use of new IT systems related to Unemployment Insurance (UI). May provide classroom and individual user training on various applications; may develop curriculum and instructional design, including development of teaching aids (training manuals, multimedia visual aids, computer-based training and reference materials)

Core Responsibilities:

- Review the new IT application under development to design and produce microlearning videos, screen demos, and other instructional content that can be embedded into the application or incorporated into the broader training plan.
- Evaluate existing training materials and update staff resources to ensure claims adjusters, adjudicators, and call center personnel are fully trained and familiar with the new system.
- Analyze the roles and functions within the application and develop a structured training path for new