Job Posting: Microsoft Office Trainer

Company Overview:

FosterKnowledge is currently hiring three (3) Microsoft Office Trainers for a six (6) month project in Annapolis, Maryland. The Microsoft Trainers will train end-users in all Microsoft Office products in a classroom environment to both technical and non-technical users. You must be proficient in Microsoft Office including 2014 & 365. A Microsoft Office Certification is a plus but is not required.

FosterKnowledge is a leader in software training and has clients in Government, State and Commercial businesses throughout the Washington/Baltimore Corridor. Founded in 2003, FosterKnowledge has designed a unique business process focused approach to training development and delivery that engages with end-users and incorporates their unique requirements into all change management, training, documentation, and end-user support services. If you join our team, you will be trained in our unique approach and provided continuous support during your client engagement.

FosterKnowledge offers competitive salaries, a matching 401K, and paid vacation and sick days.

Job Description:

The ideal candidate for this position has a Master’s Degree in Instructional Design and has at least 3 years of experience training in Microsoft Office products. You should be comfortable responding to post-instruction questions via telephone and providing desk-side support to end-users. You must also be able to troubleshoot user-defined problems both in a training classroom as well as via the telephone and effectively communicate the solution to the end-user. You will also need to create or update training materials as required.

In order to be considered for this amazing opportunity, you must have the following:

- A Master’s Degree in Instructional Design or related field
- A Bachelor’s Degree from an accredited college or university with a major in Education/Training in the areas of Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
- Have advanced end user knowledge of Microsoft Office (all current versions including Office 365) and a high degree of comfort working with and configuring Windows Operating system including Windows 7 and later
- At least 3-5 years of experience training in a classroom environment
- 3-5 years of experience developing classroom training materials (computer training)
- 2 years of help desk / customer service experience
- Excellent facilitation skills
• Excellent verbal and written communication skills
• Excellent listening skills
• Ability to work well in a team environment
• Ability to effectively and independently manage work and perform in a fast-paced environment
• Possess a valid driver’s license and a method of transportation to arrive at each designed work location as scheduled to provide services throughout the State of Maryland and be available for multiday overnight travel.
• Possess the ability (with reasonable accommodation) to lift personal computers, printers, cash drawers, scanners, and other equipment associated with a standard computer workstation.
• Possess the ability (with reasonable accommodation) to move freely through a training/support environment to assist and instruct as necessary to deliver intended educational information.

Additional Information

• This is a full-time position for 6 months with the possibility of an additional extension
• You will be required to work out of an office in Annapolis, Maryland.
• You will travel approximately 50% of the time throughout the State of Maryland.
• Please be prepared to submit references with your application.
• Please submit your resume and cover letter to jobs@fosterknowledge.com
• This can be either a W2 position or a 1099 contract position