Technical Instructional Designer

Apply Now

Company: CSG

Location: Colombia

Category: other-general

Hi, I'm Laura Pérez, your Recruiter and guide to joining CSG. At CSG, you're more than your resume. We want your diverse perspective and unique background to help us enrich the work we do together. We believe that by channeling the power of all, we make ordinary customer and employee experiences extraordinary. Channel the power of YOU and begin the journey to becoming a CSGer.

What you'll do

You will report to Succes Operations Enablement Director to contribute toward design and develop on-demand, video-based, instructor-led, virtual-instructor-led, and blended learning courses and programs for CSG Forte software solution offerings and applications. The target audiences for these programs include CSG Forte employees as well as our merchant and partner customer base.

Collaborate with end users to define and identify business procedures and establish content and documentation. Also, collaborate with Subject Matter Experts (SMEs) to collect and interpret information.

Review technical documentation, and existing course materials, and interview SMEs for the purpose of developing instructional materials.

Design, develop, and deliver web content, user guides, and end-user training materials. create blended learning solutions (web-based training, instructor-led training) as necessary.

Delivers train-the-trainer programs for CSG Forte staff and job-specific trainers as identified

throughout the organization as required.

You should have

Research shows that candidates from underrepresented backgrounds often don't apply for roles if they don't meet all the criteria. Remember, you are not solely your resume. Give your transferable skills the chance to tell the full story. Channel the power of YOU and **apply** to explore the possibility we're the perfect fit.

Bachelor's degree in Design, related field, or equivalent experience.

+3 years of related experience developing on-demand, instructor-led, virtual-instructor-led, and blended learning courses and large-scale education programs.

+3 years of related experience using the ADDIE/SAM/instructional design methodologies.

Proficiency in eLearning authoring tools such as Articulate 360 or Adobe Captivate and in video development and editing tools such as Adobe Premiere or Camtasia.

Proficiency in English in a business environment.

Who will love this job

An trusted team player – you know how to connect and communicate with your audience(s) around the world and create safe environments to voice diverse opinions, foster diversity and belonging and above all treat people with respect

A growth driver – you have a mindset that anticipates and adapts to changing needs and can bring partners together to contribute and work toward a shared vision

A game changer – you dream big and push the limits of what's possible to improve for yourself and others

A leader – you excel leading your own projects and produce impactful outcomes while dedicating time to mentor those around you to help them grow

A strategist – you're curious and find inventive ways to implement ideas that lead to business simplification outcomes and solutions

Perks & Benefits

Work from Home, in-office, or hybrid

Paid Vacation, Birthday, Volunteer and Holiday Time Off

Education Reimbursement

And so much more! ↗

View More Benefits

Our Story

CSG empowers companies to build unforgettable experiences, making it easier for people and businesses to connect with, use and pay for the services they value most. For over 40 years, CSG's technologies and people have helped some of the world's most recognizable brands solve their toughest business challenges and evolve to meet the demands of today's digital economy.

By channeling the power of all, we make ordinary customer and employee experiences extraordinary. Our people [CSGers] are good people who are committed to doing good work. We're high on respect and low on ego, making us an easy company to do business with and a best place to work. We cultivate a culture based on integrity, innovation and impact across all our locations, so our people show up as the most authentic version of themselves and can work together to build a more future-ready world. Learn more.

#LI-Remote

Location(s):

Colombia Remote

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