Radcom

ROLE OVERVIEW

Job Title	Instructional Designer I	**FSLA Status**	Hourly Non-Exempt
Department	Operations	**Base Range**	
Reports To	Operations Manager	**Last Amended**	January 2023

DESCRIPTION

An Instructional Designer I (ID I) uses learning theory, design best practices, writing skills, creativity, and performance improvement techniques to create customized training solutions for clients, including job aids, training plans, curriculum maps, instructor-led training, eLearning, and/or blended training that solves client knowledge and skills gaps. An ID should be able to successfully identify scope creep, ensuring that projects remain within agreed-upon assumptions and scope. They must work successfully with client subject matter experts, project managers, and sponsors at all levels of a client organization to create deliverables that meet client needs and expectations.

REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree in Instructional Design, Instructional Technology, or a related field
- A minimum of five years of experience

PREFERRED EDUCATION AND EXPERIENCE

- Bachelor's degree in Instructional Design, Instructional Technology, or a related field
- A minimum of seven years of experience

PREFERRED CERTIFICATIONS

- ATD Certified Professional in Talent Development (CPLP)

SOFTWARE AND EQUIPMENT SKILLS

- Microsoft Office Suite (Word, PowerPoint, etc.)
- Articulate Storyline or Adobe Captivate
- SnagIt or Adobe Photoshop

OUTPUTS

The Instructional Designer is responsible for producing these quality outputs.

- Analysis Report
- Design Document
- Prototype
- Storyboard
- Published eLearning course
- Facilitator Guide
- Participant Guide

PERFORMANCE PROFILE

OUTPUT AND STANDARDS

Design Document

☐ Includes completion of all applicable sections
☐ Is completed by the deadline
☐ Is completed within the scope
☐ Meets the criteria of the QA Checklist
☐ Has a file name that meets proper naming conventions

DIFFICULTY

☐ most difficult
☐ moderate difficulty
☒ difficult
☐ low difficulty

MEASURES

- A score of 80+ on evaluation

BUSINESS RESULTS

- Customer Success
- Quality
- Employee Success
- Operational Efficiency

PROCESSES INVOLVED

- Managing the Project
- Quality Assurance
- Creating the Product: Training

INTERACTIONS [WHO AND WHAT]

- Radcom Project Manager
- Client Project Manager/Stakeholder
- QA Specialist
- Subject Matter Expert (SME)
- SharePoint project site

KEY TASKS

Trigger: Completion of the project kick-off meeting

1. Review source materials.
2. Create the performance objectives.
3. Determine the structure of the content.
4. Map the performance objectives to the topics/tasks.
5. Identify the instructional strategies.
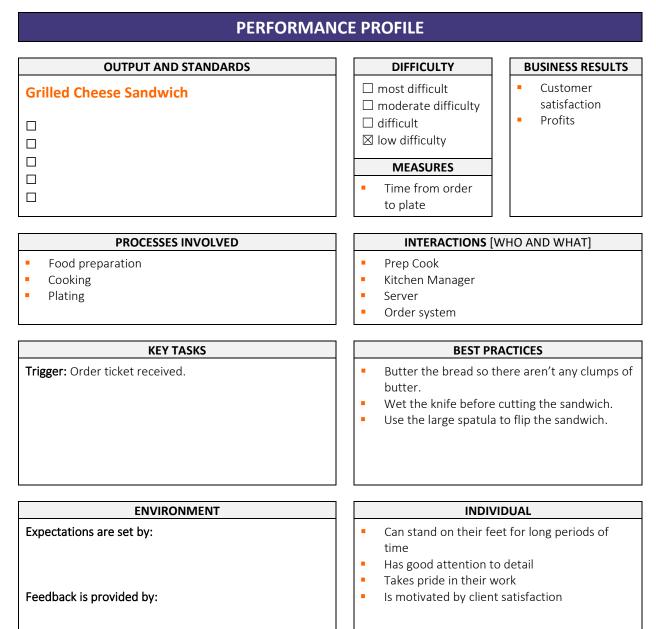
BEST PRACTICES

- Provide the SME with an agenda before the meeting to discuss the project.
- Send assignments and follow up with SMEs in-between meetings.
- Explain the process to the SMEs at the beginning of the project.

ENVIRONMENT

Expectations are set by:
- ID Guidebook
- Onboarding

Feedback is provided by:
- Project Manager
- QA review

Tools and resources:
- QA checklist
- Design Document templates and examples
- Software: Microsoft Word, SharePoint, Zoom

Incentives include:
- Bonus provided if evaluation score is above 90

INDIVIDUAL

- Enjoys interviewing and working with SMEs
- Shows good attention to detail
- Stays on schedule
- Builds relationships with client personnel

SKILLS AND KNOWLEDGE	GAINED THROUGH
• Using instructional design models	• Formal education: college courses, certificates • Informal education: books, webinars • On-the-job training, coaching
• Conducting a Performance Analysis	• Performance Thinking Practitioner Certification
• Conducting a Task Analysis	• Formal education: college courses, certificates • Informal education: books, webinars • On-the-job training, coaching, experience

PERFORMANCE PROFILE

OUTPUT AND STANDARDS

Grilled Cheese Sandwich

☐
☐
☐
☐
☐

DIFFICULTY

☐ most difficult
☐ moderate difficulty
☐ difficult
☒ low difficulty

MEASURES

- Time from order to plate

BUSINESS RESULTS

- Customer satisfaction
- Profits

PROCESSES INVOLVED

- Food preparation
- Cooking
- Plating

INTERACTIONS [WHO AND WHAT]

- Prep Cook
- Kitchen Manager
- Server
- Order system

KEY TASKS

Trigger: Order ticket received.

BEST PRACTICES

- Butter the bread so there aren't any clumps of butter.
- Wet the knife before cutting the sandwich.
- Use the large spatula to flip the sandwich.

ENVIRONMENT

Expectations are set by:

Feedback is provided by:

Tools and resources:

Incentives include:

INDIVIDUAL

- Can stand on their feet for long periods of time
- Has good attention to detail
- Takes pride in their work
- Is motivated by client satisfaction

SKILLS AND KNOWLEDGE	GAINED THROUGH
Using a commercial grill	- On-the-job training
Following a recipe	- On-the-job training