

Confidential Job Search for a Legal IT Trainer

Location---Downtown, NYC

Full Time---Permanent employment

Salary Range : \$75K---\$85K

**Law Firm experience is MANDATORY**

Excellent communication skills, Exceptional grammar, writing and presentation skills

Exceptional Customer Service skills

Associates Degree or Higher is Preferred

**Summary:**

The Lead Technology Trainer is responsible for the overall end user software training solution at the firm including new-hire training, new product training and ad hoc training. Responsibilities start from identification of training needs through to the delivery of the training in a variety of formats including classroom training, one-on-one sessions, workshops, on-line videos, written documentation, FAQs, etc. This position is functionally responsible for one Technology Trainer.

**Responsibilities:**

1. Identify training needs using formal and informal surveys, by meeting with end users and department leaders, using Help Desk metrics, and new system rollout schedules.
2. Develop and deliver end user training programs and associated documentation for all existing and new software packages supported by the firm.
3. Maintain training schedule.
4. Functional responsibility for one Technology Trainer includes assigning training and documentation tasks.
5. Evaluate training effectiveness. Maintain and evolve training curriculums and documentation as needed.

6. Participate in IT project teams related to new software or changes to existing software and provide input on usability and training.

Please submit resumes to Gary Gold [garyg@gstechgroup.com](mailto:garyg@gstechgroup.com)

President

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