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# Instructional Designer

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## OUR MISSION

BICSI is a global professional association supporting the advancement of the information and communications technology (ICT) profession. BICSI's core values are integrity, service, and excellence, and our vision is to be the preeminent resource for the connected world with focused values in leadership, excellence, innovation, integrity, and inclusion.

## SUMMARY

The experienced Instructional Designer will work as an integral part of a collaborative instructional development team responsible for the analysis, design, development, implementation, and evaluation of the Association's education and training programs. The incumbent must be able to independently develop end-to-end entry and advanced level courses using a variety of multimedia technology and authoring tools.

## SUPERVISORY ROLE

Supervises no employee(s).

## DUTIES/RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The responsibilities listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Lead the planning, analysis, design, development, deployment, and evaluation of learning materials:

- Develop instructional design plans for training programs, including determining project goals, defining objectives, and clarifying content structure within the constraints of the project.
  - Analyze content, target audience, job tasks, and learner environment to identify appropriate instructional strategies and define learning objectives.
  - Gather and analyze input of Subject Matter Experts (SMEs) to develop and modify instructional material.
  - Identify user needs, analyze and logically organize complex technical information, and transform complex bodies of information into professionally designed, engaging and effective programs.
  - Work within budgets developed for programs/products.
- Design and develop content that meet the needs of adult learners in a training environment.
  - Develop interactive training materials that include sound instructional design methodology including presentations, instructor and participant guides, classroom activities, practice exercises, and handouts.
  - Blend graphics, colors, and text to build visually interesting course materials.
  - Develop templates using Storyline and follow structure included in templates when designing materials.
  - Develop sound Level 2 assessments for ILT and E-Learning courses.
  - Develop materials using Adobe® Captivate/ Adobe® Photoshop/ Adobe® Premiere Pro/Articulate® Storyline/ Microsoft® PowerPoint while following the ADDIE Model.
  - Design simulation materials using Adobe creative programs to support learning materials.
  - Troubleshoot online materials and e-learning for proper functioning.
  - Develop courses for various platforms (iOS and Android).
  - Develop course promotional materials.

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- Conduct reviews of deliverables for instructional quality and soundness.
  - Attend program pilots (Alphas, Betas, and preview courses) for developed content.
  - Analyze Level 1 and Level 2 data to determine changes that may be necessary to course content.
- Support the development and continuing education of the Association's Instructor Faculty.
  - Conduct train-the-trainer sessions on course/program updates.
  - Prepare training materials to support the instructors course delivery.
- Assist with internal learning management system (LMS) needs.
  - Load course content into LMS.
  - Assist with advanced technical concerns related to course materials.
  - Manage user-acceptance testing (UAT) for newly introduced or modified content.
- Serves as a liaison and representative for Association needs, as expected from all members of the Professional Development Department including, but not limited to, the following:
  - Responds promptly to miscellaneous member and nonmember inquires via telephone, email, or other such appropriate methods.
  - Maintains awareness of member needs/concerns.

*Performs other duties as assigned.*

## REQUIRED SKILLS/ABILITIES

- Excellent verbal and written communication skills
- Excellent reading comprehension skills
- Excellent interpersonal and conflict resolution skills
- Excellent ability to conceptualize abstract ideas
- Excellent organizational skills and attention to detail
- Strong analytical and problem-solving skills
- Strong supervisory and leadership skills

### Computer Skills:

Intermediate to Expert knowledge of:

- Articulate 360 Suite (Storyline, Rise, Presenter, Quizmaker)
- Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
- Adobe Creative Suite (Photoshop, Illustrator, Premiere)
- Audio and Video Editors
- Collaboration Software (i.e., Google Docs, Teams)
- Virtual Instructional Platforms
- Interpreting graphs/blueprints

### Math Ability:

Basic math skills (addition, subtraction, multiplication, division)

## TRAVEL

0-5%. Must be able to obtain a passport, visa, or documentation to travel internationally.

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## EDUCATION AND EXPERIENCE

- Bachelor's or Master's Degree in Instructional Design or related field
- 3 or more years working in an Instructional Design role with responsibility for end-to-end creation of instructor-led and/or e-learning materials

### Preferred, but not required:

- Instructional design experience in the telecommunications/information technology systems services industry
- Experience working with and LMS (uploading SCORM/AICC, testing loaded materials, light troubleshooting of loaded courses)
- Bi-lingual a plus
- Certified Professional in Talent Development (CPTD) from ATD

## PHYSICAL REQUIREMENTS

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

The regular work schedule is 40.0 hours per week (Monday-Friday; daytime) and may require additional hours/overtime, as necessary. Must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus and ability to match or detect differences between colors, including shades of color and brightness. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use fingers and hands or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The work environment is as follows: professional office environment; the noise level in the work environment is usually moderate.

## COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies (*list is not in order of importance*):

**Teamwork** – Balances individual responsibilities; Exhibits objectivity and openness to others' views; gives and welcomes feedback; Contributes to building a positive team spirit.

**Project Management** – Potential to: coordinate projects; Communicate changes and progress and manage project team activities; Complete projects.

**Customer Service** – Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Interpersonal** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to other ideas and tries new things.

**Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

**Change Management** – Builds commitment and overcomes resistance; Supports those affected by change with a positive attitude.

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**Leadership** – Exhibits confidence in self and others; Inspires respect and trust; Accepts feedback from others; Displays passion and optimism.

**Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Cost Consciousness** – Works within budget; Conserves organizational resources.

**Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

**Adaptability** – Adapts to changes in the work environment; Manages priorities and competing demands; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Analytical** – Collects and researches data; Uses intuition and experience to compliment data; Designs workflows and procedures.

**Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources when necessary; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration; Performs with integrity.

**Quality** – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** – Meets or exceeds productivity standards; Completes work in timely manner; Strives to increase productivity.

**Problem-Solving** – Identifies and resolves challenges in a timely manner; Develops alternative solutions; Works well in problem-solving situations; Uses reason even when dealing with emotional topics.

**Dependability** – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

**Initiative** – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Innovation** – Meets challenges with resourcefulness; Generates suggestions for improving work; Presents ideas and information in a manner that gets others' attention.

**Judgment** – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation** – Sets and achieves challenging goals; Demonstrates persistence; Measures self against standard of excellence.

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