

Instructor Trainer 2

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Company: Abacus Service Corporation

Location: Austin, Texas

Category: other-general

Solicitation Reference Number

(phone number removed)

Customer Name

Texas Health and Human Services Commission

Category

Technical Services, Help Desk and Operations

Customer Entity Name

Health and Human Services Commission

Title

Instructor Trainer

Level

Instructor Trainer 2

Estimated Hours

800

Number of Positions

4

of Resumes Allowed

1

Full/Part Time

Full Time

Suggested Title

Suggested NTE

SSR Type

Resume

RFO

445

IT STAFFING SERVICES SOLICITATION UNDER

DEPARTMENT OF INFORMATION RESOURCES

IT STAFF AUGMENTATION CONTRACT (ITSAC)

RFO DIR-CPO-TMP-445

Solicitation Reference Number: (phone number removed)

Working Title: Instructor Trainer 2

Title/Level: Instructor Trainer 2

Category: Technical Services, Help Desk and Operations

I. DESCRIPTION OF SERVICES

Texas Health and Human Services Commission requires the services of 4 Instructor Trainer 2, hereafter referred to as Candidate(s), who meets the general qualifications of Instructor Trainer 2, Technical Services, Help Desk and Operations and the specifications outlined in this document for the Texas Health and Human Services Commission.

All work products resulting from the project shall be considered works made for hire and are the property of the Texas Health and Human Services Commission and may include pre-selection requirements that potential Vendors (and their Candidates) submit to and satisfy criminal background checks as authorized by Texas law. Texas Health and Human Services Commission will pay no fees for interviews or discussions, which occur during the process of selecting a Candidate(s).

Level Description

Minimum 5 to 8 years of experience designing, developing and implementing training curricula. Develop training programs, including web-based and instructor led courses, job-aids, videos, etc. Minimum 5 years of experience conducting classes regarding standard operating procedures of various software solutions, IT security, IT system installation, software programming, system maintenance, and repair of software, operational support best practices, and equipment. Experience with web based learning management systems and e-Learning authoring tools. Expert knowledge of MS Office Suite 2010 (Word, Excel, PowerPoint, Outlook). A high degree of aptitude and flexibility to deliver training on a myriad of software products. Experience in delivering technical training in cloud-based technology is a plus.

Job Description

Responsible for preparing, conducting, and evaluating technical training programs. Writes literature and materials to be used in programs and designs exercises to enhance lectures. Shall deliver on-site and web-based training courses covering any number of software solutions. Leads development of infrastructure for information delivery, as well as taking part in the writing and maintenance of training material and supplementary technical documentation. Creates instructor materials (course outlines, background material, instructional materials, and training aids), as needed for different COTS Products/Current IT-Driven in-house solutions as well as desktop support processes, i.e. Remote Access Systems, RAS step by step procedure. Assists with formatting training materials created by other DIR Staff as requested. Determines needs and develops plans to meet the need of customers. Assists in design of computer-based and multimedia curriculum. Shall be planning, directing and undertaking classroom training, electronic learning, multimedia programs, and other computer-aided instructional technologies, simulators, conferences and workshops. The trainer will manage the training program in accordance with business needs, regulatory requirements, and Quality

Management System. Help staff with their productivity reporting both within and without the agency. Researches and recommends vendors and costs for various training methods including: training classes from outside vendors; books; readymade training guides; computer or web based training. Stay current with developments in computer training field, especially alternative media/methods for instruction. This instructor uses a computer to organize and draft a curriculum that breaks a complex subject into blocks or units of instruction, creates graphics, and integrates them into curriculum. Courses may be instructor based, computer-based, simulator based, interactive, or non-interactive. This instructor also teaches short technical courses in accordance with approved curriculum to maintain proficiency and to evaluate and develop new instructional techniques/courses. Job duties also include the following: incorporation of new curriculum in the teaching process (e.g., develops clarification or examples of application related to the subject matter), development and maintenance of classroom techniques that reflect professionalism and good discipline and enhance teaching, development of alternative teaching techniques and scenarios to maintain high motivation and interest in the subject areas, and while acting as the testing officer, the conducting of test analysis and development or revision of test items.-The Training Specialist is primarily responsible for working with a team of Training Specialist in technical and system curriculum delivery, revision and maintenance. This specialist will gather, analyze, translate and compose technical information into clear, readable materials to be used by technical and non-technical personnel. Collect data and analyze audiences and training needs, based on new business processes and policies, and apply these into successful training delivery. This specialist will teach technical courses in accordance with approved curriculum to maintain proficiency and to evaluate and develop new instructional techniques/courses. Has a basic understanding of EIR Accessibility and assistive technologies used by people with disabilities. Understands protocols for communicating with customers requiring special assistance to obtain required or requested information.

Additional job details and special considerations

DSHS Immunization Vaccine Operations Unit is seeking approval to hire four (4) temporary contractors to work as an Instructor Trainer II at an hourly rate 73.18/hour in FY 2024 and FY 2025.

BACKGROUND:

Supporting the Vaccine Operations Group Manager of the Texas Department of State Health Services Immunization Program, the Instructor Trainer II contractor will improve understanding and implement immunization practices and standards to increase compliance for Texas Vaccines for Children and Adult Safety Net programs as part of the Centers for Disease Control and Prevention Immunization Program Operations Manual Strategy C2a. Performs highly complex (senior level) training work that involves coordinating, developing, evaluating, and conducting training sessions using a variety of training methods.

This position will develop modules and facilitate trainings for the Texas Vaccines for Children program and immunization practices as part of the onboarding process, and standard operating procedure activities, for newly enrolled healthcare providers, Texas Department of State Health Services Public Health Region, and Local Health Department staff. Coordinates and prepares reports for review and promotes the use of training services, methods, and techniques. Adapts to a variety of learning styles and can effectively transfer knowledge to participants.

ESSENTIAL JOB FUNCTIONS

(80%) Works closely with the Vaccine Operations Group Manager and the pertinent leadership to coordinate educational training programs and activities that meet required activities of the CDC's annual Immunization Program Operations Manual. Assists in the coordination of project goals with others related to training activities and initiatives. Develops training curricula, formulates training objectives, and produces training aids and materials to meet internal and external training needs. Evaluates data and reports on training programs and materials on a routine basis. Works with the VOG Training Specialist IV to provide information and draft content for reports, work plans, contracts and other documents as needed.

(10%) Assists with the planning, coordination and facilitation at immunization partner and stakeholder meetings, trainings, and conferences. Assists or participates in the coordination and/or facilitation of Immunization-related training in a classroom, distance learning, or e-learning environment; facilitates workshops and meetings.

(5%) Develops, implements, and evaluates training strategies, policies and procedures related to internal and external educational and training activities to ensure quality and consistent education and training is delivered to immunization partners and stakeholders.

(5%) Other duties as assigned include but are not limited to actively participating and/or serving in a supporting role to meet the agency's obligations for disaster response and/or recovery or Continuity of Operations (COOP) activation. Such participation may require an alternate shift pattern assignment and/or location.

Knowledge of local, state, and national laws, rules, regulations, and policies relevant to

Immunization services/programs.

Knowledge of the principles and practices of training.

Knowledge of Captivate training software.

Knowledge of Moodle training software.

Skill in oral and written communication.

Skills to generate accurate reports and materials under short deadlines.

Skill in presentation development and delivery.

Skill in planning, organizing, developing, implementing, and managing multiple projects.

Ability to evaluate the effectiveness of training programs and revise training based on

evaluation.

Ability to assess training needs.

Ability to communicate effectively and persuasively both orally and in writing.

Ability to identify problems, evaluate alternatives and implement effective solutions.

II. CANDIDATE SKILLS AND QUALIFICATIONS

Minimum Requirements:

Candidates that do not meet or exceed the minimum stated requirements (skills/experience) will be displayed to customers but may not be chosen for this opportunity.

Years

Required/Preferred

Experience

5

Required

Knowledge of local, state, and national laws, rules, regulations, and policies relevant to Immunization services/programs.

5

Required

Ability to evaluate the effectiveness of training programs and revise training based on evaluation.

5

Required

Knowledge of Captivate training software.

5

Required

Knowledge of Moodle training software.

5

Preferred

Skills in oral and written communication.

5

Preferred

Skills to generate accurate reports and materials under short deadlines.

5

Preferred

Skill in presentation development and delivery.

5

Preferred

Skill in planning, organizing, developing, implementing, and managing multiple projects.

III. TERMS OF SERVICE

Services are expected to start 04/22/2024 and are expected to complete by 08/31/2024. Total estimated hours per Candidate shall not exceed 800 hours. This service may be amended, renewed, and/or extended providing both parties agree to do so in writing.

IV. WORK HOURS AND LOCATION

Services shall be provided during normal business hours unless otherwise coordinated through the Texas Health and Human Services Commission. Normal business hours are Monday through Friday from 8:00 AM to 5:00 PM, excluding State holidays when the agency is closed.

The primary work location(s) will be at 1100 W 49TH ST, AUSTIN, TX 78757. Any and all travel, per diem, parking, and/or living expenses shall be at the Candidate's and/or Vendor's expense. Texas Health and Human Services Commission will provide pre-approved, written authorization for travel for any services to be performed away from the primary work location(s). Pre-approved travel expenses are limited to the rates and comply with the rules prescribed by the State of Texas for travel by its classified employees, including any requirement for original receipts.

The Candidate(s) may be required to work outside the normal business hours on weekends, evenings and holidays, as requested. Payment for work over 40 hours will be at the hourly rate quoted and must be coordinated and pre-approved through Texas Health and Human Services Commission.

V. OTHER SPECIAL REQUIREMENTS

ON-SITE POSITION - LOCALS ONLY - AUSTIN, TX or surrounding areas.

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IV. WORK HOURS AND LOCATION

A) Services shall be provided during normal business hours unless otherwise coordinated through the Texas Health and Human Services Commission. Normal business hours are Monday through Friday from 8:00 AM to 5:00 PM, excluding State holidays when the agency is closed.

B)The primary work location(s) will be at 1100 W 49TH ST, AUSTIN, TX 78757. ON-SITE POSITION ONLY.

C) Any and all travel, per diem, parking, and/or living expenses shall be at the Candidate's and/or Vendor's expense.

D) The worker must work ON-SITE five days a week. This position is NOT remote or hybrid.

D) The Candidate(s) may be required to work outside the normal business hours on weekends, evenings and holidays, as requested. Payment for work over 40 hours will be at the hourly rate quoted and must be coordinated and pre-approved through Texas Health and Human Services Commission.

Interviews will be conducted: (check all that apply)

By Phone

In person

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