POSITION DESCRIPTION

Position Title: Training Solutions Specialist	Direct Manager: Training Solutions Lead	
Responsibility: Nil	Direct Reports: 0	Indirect Reports: 0

WHAT YOU'RE HERE TO ACHIEVE

Key purpose: The Training Solutions Specialist is responsible for maintaining and improving key training platform systems. The Training Solutions Specialist will utilize deep security product knowledge to provide training support, overseeing daily operational tasks and guide the direction of our Training Platforms.

WHERE YOU'LL FIT IN #TEAMGALLAGHER

Chief Product Officer

Value Stream Lead

Training Solution Lead

Training Solutions Specialist
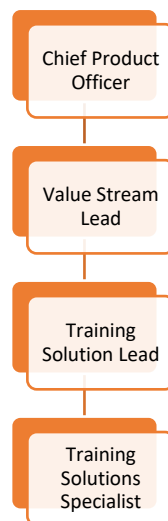
WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
Value Stream Leads Training Solutions Lead Regional Training Leads & Ops leaders Regional Trainers Team and Technical Leads UX and CX Designers	Customers Channel Partners Industry Stakeholders

Key Accountability	Outcomes/ Expectations
Gallagher Security Product Expertise	<u>Outcome:</u> The team is supported by a deep knowledge of Gallagher Security products and solutions, informing the direction of our training platforms experience and content creation. <u>Expectations:</u> • Keep up to date with new developments in Security products and solutions. • Apply knowledge to support and update and maintenance of simulator environment and related materials for new releases of Command Centre. • Advise and support content creators to close content gaps by providing information and writing technical documents. • Maintain and improve library of Command Centre templates and artifacts to support training delivery
Training System Support and process improvements	<u>Outcome:</u> The team has professional and effective support processes in place ultimately ensuring a great user experience for internal and external customers <u>Expectations:</u> • Timely response to support calls and emails from external customers. • Mark online training courses and provide feedback to trainees • Support our internal trainers and admins when they face issues using our training delivery systems. • Maintain and update training delivery assets to ensure all trainers have access to the latest and up to date training artifacts. • Apply a continuous improvement approach to our user support processes with the goal of maximizing automation and operational efficiency.
Training Platforms Development enablement	<u>Outcome:</u> Training Platforms development is informed and guided by product knowledge and an understanding of future product direction to maximize business impact.

Key Accountability	Outcomes/ Expectations
	Expectations: • Apply knowledge of product to guide future development of simulator environment. • Contribute to and maintain a visible backlog of development work. • Prioritize backlog based on product knowledge, customer feedback and training strategy. • Collaborate with the development team to ensure that the product is built to specification. • Identify and mitigate risks that may impact the success of the product. • Contribute to the Global Training Strategy by providing the Training Solutions Lead insights on technical systems and limitations and market insights.
Product Lifecycle Management	• Ensure platform remains up to date in line with product/software releases. • Support release of updates/features with acceptance testing • Support and implement new content on to the training platform
Market Readiness	• Ensure usability testing/design validation is carried out as required. • Create support documentation (how to guides) to support training platform users

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

Qualifications and / or Experience:

• 3 Years experience working with and supporting Command Centre and Gallagher Security Hardware
• Relevant qualification or proven experience in a technical product focused role.
• Experience in a technical helpdesk or customer service-based environment would be helpful.
• Strong understanding of IS networking and device troubleshooting.
• Proven ability to develop capability in others with a coaching and mentoring approach.
• Good understanding of Agile principles and practices.
• Excellent verbal and written communication and interpersonal skills.
• Ability to work effectively with cross-functional teams.
• Strong problem-solving and analytical skills.
• Ability to prioritize and manage multiple tasks simultaneously.

Skills / Competencies:

- Ability to strengthen partnerships with key stakeholders through maintaining a high degree of trust and integrity and understand the customer, their context, the market, and the technical landscape.
- Makes sense of complex, disparate information and appropriately analyses risk to inform clear, considered decision making in an ambiguous, changing environment.
- Welcomes feedback from others and adopts a reflective practice to identify and develop areas requiring growth.
- Ability to effectively deliver information to and engage with a diverse audience.

Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

We are creative problem-solvers
Our rich pioneering history inspires us to think differently.

We build lasting relationships
We treat everyone with integrity, and value relationships that inspire and empower us.

We trust one another
We build this through consistency, compassion, excellence and honest communication.

We respect all voices
We harness the power of different backgrounds and experiences to create exceptional outcomes.

We help each other to grow
Our curiosity and thirst for learning helps us reach lofty heights.

We're committed to a better tomorrow
Our practices, behaviours and processes are good for us all and for our planet.

We share knowledge freely
We're a global community that sees collaborative information flow as a super power.