## **Training Consultant – Training Maintenance team (TMT)**

**POSITION DESCRIPTION.** This position supports the FDA’s Office of Finance, Budget, and Acquisitions (OFBA), and its mission includes a mandate to provide training to financial practitioners located across the agency. OFBA leads financial management, budget, and acquisitions functions to preserve the financial integrity of FDA’s resources in support of FDA’s mission. There are approximately 2,000 practitioners with varying full-time, part-time, or as-needed responsibilities.

The person holding this position will be part of the two-to-three-person Training Maintenance team (TMT), which is part of the larger Business Transformation Team (BTT) that is staffed and managed by Deloitte. The purpose of the TMT is to plan for, manage, and deliver/teach a financial curriculum of approximately 15-20 courses, in-person and virtually to the agency’s financial practitioners. This includes:

* Teaching or co-teaching 10-13 courses per month, each course having approximately 3-25 learners
* Maintaining system training environments
* Planning, scheduling, and managing all logistics associated with teaching the financial curriculum (e.g., quarterly training calendars, completion of course pre-requisites)
* Providing customer service to the financial community as it relates to training (e.g., learning management system (LMS) questions, ad-hoc training requests)
* Being “the face of OFBA”—This is because of TMT’s direct involvement with learners across the agency, across all GS levels, as well as with the FDA and HHS LMS teams; therefore, as representatives of OFBA, each TMT member must demonstrate a level of professionalism, knowledge, and customer service that is consistent with OFBA policies, operations, and brand
* Gathering, analyzing, and reporting on Level 1, 2, and 3 evaluation data/findings on a monthly basis, and producing a quarterly evaluation report for FDA
* Updating/maintaining courseware based on evaluation data
* Collaborating with, supporting, working in conjunction with the Training Redesign team (TRT) to inform the creation of new courseware or substantive redesign of existing courseware (either Web-based or instructor-led), as well as supporting pilots of new/redesigned courseware
* Producing weekly and monthly status reports, and maintaining a project plan

This training role will spend time primarily at three FDA locations: downtown Silver Spring (until January 2018), FDA’s White Oak campus, and Beltsville, MD (beginning February 2018).

**REQUIRED SKILLS.**

* Experience delivering instructor-led training, in person and virtually
* Experience implementing Level 1 evaluations
* Experience maintaining project tasks, logistics, and schedules
* Microsoft Project, PowerPoint, and Word skills
* Ability to work efficiently and effectively (often requiring multi-tasking) with strong follow-through
* Strong presentation skills and the ability to think on one’s feet
* Strong written and verbal communications skills
* Strong troubleshooting skills (analysis, critical thinking, problem solving)
* Strong teaming skills to work with TMT, the extended Deloitte team, as well as other non-Deloitte technical teams
* Strong customer service orientation and interpersonal skills

**DESIRED SKILLS.**

* Experience with learning management systems
* Experience implementing Levels 2-4 evaluations
* Experience with Adobe Connect, WebEx, or a similar virtual meeting tool
* Experience with Microsoft SharePoint and Excel (including pivot tables)
* Experience with SurveyMonkey
* Experience with Tableau or Excelsius
* Federal financial management, accounting, and/or budget knowledge or experience
* Experience with FDA’s Unified Financial Management System (Oracle)
* Experience with FDA’s Property Management Information System (Sunflower)
* Familiarity with FDA user fees

The expectations for the person who takes on this TMT role are that he/she will perform any/all of the tasks, and be able to demonstrate any/all of required skills, described above. As his/her BTT tenure progresses, the expectation is that his/her performance capability will grow through the development/acquisition of the desired skills.