JOB SUMMARY

Covalent Solutions (Covalent) is seeking a highly motivated and collaborative **Cloud Instructional Development Specialist** to support the National Institutes of Health (NIH) Center for Information Technology (CIT) Cloud Services team in its efforts to explore the use of cloud environments to streamline NIH data use by partnering with commercial providers. The NIH's Science and Technology Research Infrastructure for Discovery, Experimentation, and Sustainability (STRIDES) Initiative provides cost-effective access to industry-leading partners to help advance biomedical research. These partnerships enable access to rich datasets and advanced computational infrastructure, tools, and services.

As a member of our Cloud Services group of our organization, you will be responsible for carrying out learning and development duties with our internal and external customers as well as mainly managing the relationship with our cloud service providers. He/she will be responsible for utilizing communication and customer service skills to support multiple groups and manage the delivery of innovative training solutions.

This position is an opportunity to be involved with leading edge technology with a growing customer base and contribute to the success of a major organizational initiative.

This opportunity is full-time with Covalent and is on-site in Bethesda, Maryland.

REPORTING RELATIONSHIP:

- The **Cloud Instructional Development Specialist** will report to the STRIDES program manager and the on-site contract lead. This individual will assist in the execution of the Client Services Team lead's vision and strategy for the cloud services client team to manage new customer implementations.

DUTIES AND RESPONSIBILITIES include, but are not limited to:

- Develop the strategic vision and strategy for the Client Services Learning and Development team. Delivering on this objective will require:
    - Identifying trends and important areas of focus needed to develop cloud biomedical researchers and IT professionals
    - Developing learning paths to increase the baseline knowledge of STRIDES participants in the identified areas of focus
    - Staying current on learning, training and development trends through networking and engagement with other NIH Institutes and Centers
- Maintain alignment with the client services and tech team priorities by collaborating across the STRIDES cloud services team
- Experience and passion for providing exceptional customer service and consulting; Figuring out a way to say "yes" before ever saying "no"

- Connect cloud certifications as key to building competency in the cloud
- Responsible for scheduling, managing, following up on action items from team meetings and keeping management informed of roadblocks
- Manage partners' meetings and subsequent schedules associated with the cloud services training team success; Experience presenting training concepts to a senior leadership
- Ability to multi-task, focus, and assist with senior level stakeholder management
- Identify, manage and mitigate risks, proactively

QUALIFICATIONS
- Three (3) or more years of professional work experience in a fast paced, startup environment
- Capable of defining a vision for the STRIDES training initiative based on a deep understanding of internal and external stakeholder needs and priorities.
- Experience with curriculum development, instructional design, and application of adult learning principles.
- Experience in strategy development, writing project charters, project timelines and milestones
- Experience with Agile development is a plus
- Must be eligible for employment in the United States