

Global Technology Learning Specialist

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Company: Dentons

Location: Poland

Category: other-general

The **Global Technology Learning Specialist** holds a central position within our global business technology team, spearheading efforts to enhance the technical proficiency and operational efficiency of our workforce. Reporting directly to the Global Senior Manager, Service Delivery and Operations, and closely collaborating with the GBT teams and VMAs. This role is pivotal in ensuring adoption and utilization of IT services and resources offered by the GBT teams. As Dentons remains at the forefront of cloud technology adoption for global business transformation, the Global Technology Learning Specialist will actively contribute to this endeavor, leveraging expertise to design and deliver comprehensive training programs. The Specialist will lead the development and dissemination of training materials tailored to Dentons platforms.

Requirements

Key Accountabilities

- Lead the development and dissemination of training materials for services offered by the Global Business Technology team.
- Conduct Train the Trainer sessions to empower individuals within Dentons VMAs.
- Provide practical, hands-on training directly to Dentons VMAs technology teams, focusing on managing technology platforms.
- Implement a comprehensive training program for new joiners within Dentons Global Services to orient them to GBT's systems and processes.
- Promote and enable effective knowledge sharing and empowerment of other global

and local technology teams.

- Seek to apply advanced technology (such as AI) to learning programs.
- Contribute to the management and optimization of GBT budgets to ensure effective cost management by ensuring GBT and VMAs are trained on resources and services available to them.
- Coordinate and actively promote training opportunities within GBT, identifying training needs and sourcing or developing appropriate programs.

Plan

- Collaborate with stakeholders to assess training needs and develop a comprehensive training program aligned with organizational objectives.
- Design training materials, including presentations, manuals, and hands-on exercises, tailored to the specific needs of different groups.
- Serve on project teams for deployment of new technology and upgrades, which includes, but is not limited to evaluating, testing, and marketing.
- Remain current with the latest technologies and solutions.

Build

Develop comprehensive training plans and produce course materials.

- Develop individual training plans for GBT members to assist them in achieving their development goals.
- Develop minimum training & certification thresholds for GBT and individuals' teams within GBT such as ITIL training.
- Build a robust Self-Service knowledge base to deflect tickets to the GBT teams.
- Develop and promote Newsletters promoting services and training available to VMAs and GBT.

Run

- Lead monthly Training COI calls with VMAs to discuss training requirements and help assign training approach across VMAs.
- Ensure the knowledge base articles are periodically reviewed and updated.

- Perform new hire IT Training for individuals joining Dentons Global Services.
- Prepare activity and progress reports regarding training and project activities.
- Assist in Change Management planning for projects and new rollouts.

Skills and Competencies

Global Technology Learning Specialist member must demonstrate a robust technical understanding, gained through hands-on experience with enterprise platforms and infrastructure technologies. Proficiency in cloud technologies and Microsoft Office suite is particularly important, along with solid grounding in traditional technologies. Effective communication skills, both verbal and written, are essential in conveying ideas and strategies to learners.

Technical Skills

Minimum of five years of corporate training experience to include classroom, e-learning, and creation of comprehensive process and training documentation.

Must possess strong organizational skills, excellent communication and writing skills.

Proven presentation/platform skills.

Strong technical coaching and counseling skills with ability to influence others to act and achieve objectives.

- Mastery of Microsoft 365: Proficiency in the Microsoft 365 suite of applications, ensuring expertise in core tools used within the organization.

Personal Skills / Attributes

- Business international level of English – with strong written and oral communication skills.
- Bilingual Proficiency: Proficiency in one or more additional languages preferred, given our firm's diverse and multilingual workforce.
- Highly collaborative and able to work in a global environment, accommodating the different time zones. Only team players will be considered.
- Client Service Attitude: Exceptional client service mindset, emphasizing professionalism, responsibility, and commitment to delivering high-quality training experiences.
- Can demonstrate initiative and the ability to be proactive, anticipating needs.

- Has commercial awareness and understands the business value required from IT investments.
- Methodical approach to work with a strong focus on accuracy, attention to details, consistency, and quality.
- Understands the need for documentation and well-defined procedures.
- Able to work under pressure to meet tight project deadlines and can adapt to differing demands, prioritizing tasks where appropriate and ensuring complete 'follow through' on operational issues.
- Can carry out all responsibilities in a way that supports the practices values and promotes its equal opportunities and diversity principles.

Education, Experience and Certifications

- Post-secondary education (or equivalent) with a specialization in Information Technology or Education.
- ITIL experience and certification is considered a significant asset.
- Other related technology certifications are beneficial.
- Experience working in a culturally diverse environment.

Language Capabilities / International Experience

We are a truly global law firm and as such, always welcome individuals with foreign language capabilities. Additionally, we welcome individuals with a global background including professional experience gained across different geographies.

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