

E-Learning Tech Specialist

Information Technology Services Department

Summary:

The E-Learning Tech Specialist is responsible for the design and implementation of e-learning offerings for lawyers and administrative staff to drive adoption of Technology capabilities and solutions.

This role oversees the design, development, and operation of e-learning programs or computer-based virtual courses, partnering with IT leadership and functional teams to translate identified change management needs into training offerings, selecting and producing media to advance end-user training, and preparing / maintaining courses on the Firm's Learning Management System (LMS) platform.

The combination of technical acumen with a relentless customer focus, communication skills, and a desire to foster organizational development and growth enables the E-Learning Tech Specialist to promote gold-standard learning solutions.

[Email Resume Here to Apply](#)

Qualifications:

- Education & Credentials
 - College degree is preferred, ideally in instructional technology, education, computer science, or a related field. Master's degree is preferred.
 - Appropriate technical certification(s) and/or advanced learning are preferred (e.g., adult education, multimedia training materials development).

Duties and Responsibilities:

- Researches, develops, and implements e-learning methods and latest marketplace technologies for providing end-user training on a variety of technology topics.
- Partners closely with IT leadership and functional teams to design, develop, and deliver training to lawyers and staff across the Firm's regional offices.
- Operates as part of IT project teams for high visibility initiatives that require change management capabilities.
- Creates implementation plans for e-learning programs, including communications for end users.
- Gathers information and course elements from IT SMEs and key stakeholders to scope and plan course content.
- Designs and develops learning materials, coordinates and reviews educational content, and incorporates current technology in developing specific eLearning curricula.
- Monitors and measures the Firm's usage and adoption of learning offerings against pre-determined performance indicators to identify areas of improvement and adaptation.
- Works with selected vendors of e-learning technology to adapt the technology to the needs of the Firm.
- Helps to negotiate contracts with e-learning vendors by defining the nature of the work required.
- Serves as the liaison between e-learning vendors and IT subject matter experts (SMEs) to advance the design and development of e-learning solutions.
- Supports the deployment of learning programs, including uploading and updating courseware and curricula, training assignments, learner notifications and rules in the Firm's LMS.

Qualifications (Continued):

- Knowledge & Experience
 - 5+ years of relevant experience, ideally in a large Law Firm setting, a comparable professional services organization, or a legal information services provider.
 - Demonstrated experience working in a time sensitive environment, with the ability to multi-task and manage competing priorities with little direction.
 - Demonstrated experience with a Learning Management System as a developer or administrator.
 - Experience with HTML and audio and video editing software.
 - Experience with instructional design with a focus on adult learning theories.
 - Broad knowledge of current and emerging e-learning technologies.
 - Understanding of development tools used to build e-learning technologies.
 - Knowledge in Accessibility standards, with experience in training and developing content that meets compliance / accessibility requirements.
 - Understanding of technology development, electronic content development, and management practices.
 - Knowledgeable of applications and technologies common to a law firm (e.g., Collaboration solutions, Document Management Solutions).
- Skills & Expectations
 - Ability to interact with suppliers, end users, and co-workers in a professional manner to deliver a gold standard experience.

Duties and Responsibilities (Continued):

- Coordinates with IT directors and managers to test the technology.
- Utilizes knowledge of LMS capabilities to recommend delivery strategies that yield a rich, meaningful, and dynamic end-user experience.
- Utilizes LMS reporting capabilities and develops custom reports to assist with planning and managing the Firm's IT training and development initiatives.
- Manages e-Learning content from vendors to ensure it is compatible with the LMS.
- May facilitate live and recorded learning.
- Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

Status: Exempt

Reports To: E-Learning Tech Specialist

Workplace Type: Hybrid

Salary range is \$98,000 - \$138,500.

Qualifications (Continued):

- Ability to communicate technical information to both technical and non-technical audiences.
 - Ability to interact and engage with end users of all levels, demonstrating strong communications and organizational skills.
 - Strong service orientation, and an understanding of the importance of developing effective working relationships with users.
 - Ability to work well under pressure.
 - Ability to work well as part of a team on technical projects.
 - Availability to work before and after business hours and weekends with little or no notice.
- Work Conditions
 - Based in Washington, D.C.
 - Core hours of 9:00 am – 5:30pm, Monday – Friday; hybrid in-office, which will be a combination of onsite, and remote work with occasional on-call availability
 - Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., “Green Card” holder); or (c) an INS-approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant to US Export Control laws. Candidates will be required to submit appropriate documentation to determine whether

access can be granted before proceeding further through the application process.

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