**Associate Media Designer - TeleTech Temp**

Talent Leads the WayTeleTech is helping organizations transform the customer experience.  This means we need to recruit and retain great talent.  Talent to execute on the customer experience as it is today...  talent to imagine the customer experience of tomorrow…    and the talent to guide both.

Because of this, the Learning Development Team at TeleTech is integral to the success of our business.  There is a consistent and steady need to help us build and sustain a solid community brand and champion internal communications campaigns.  For this role, we need ‘strategic do-ers.’

About the role of Media Designer

TeleTech’s Learning Design & Development group has need of a Media Designer to help support a large scale IT systems eLearning project. This position will involve a heavy amount of Screen Capture Authoring (Adobe Captivate) and some Digital Image Manipulation (Adobe Photoshop).  The Media Designer will also help troubleshoot and collaborate with the Production team to solve problems and address usability issues.

   
**Essential Duties & Responsibilities:**   
Courseware Development1. Develop eLearning branched system scenario courseware.   
a. Adhering to Learning Design & Development Media standards  
b. Using approved build templates  
c. Use appropriate tools for development  
d. Follow prescribed development process

2. Troubleshoot development and end-user problems and collaborate with team to solve problems and prohibit future problems/issues.

Communication1. Communicate effectively with all LS team members, including Project Managers, Instructional Designers, Media Managers, QA Specialists, and Web and Media Admin Specialists.  
2. Always communicate in a positive manner.  
3. Continually foster positive team communication and collaboration.

Administrative1. Enter project and admin time in ChangePoint in a timely manner.  
2. Enter/Approve time in Kronos in a timely manner.  
3. Complete personal Performance Evaluation documentation and submit on time.

**Desired Skills and Capabilities:**   
• Proficiency in Adobe Captivate.  
• Proficiency in Adobe Web Premium CS Suite of programs such as Photoshop, Flash, and Dreamweaver.  
• Skilled to create HMTL, XML documents and ability to understand general Javascript structure  
• Attention to detail is essential.  
• Understanding of Instructional Design and the most effective ways to utilize multimedia to support eLearning objectives.  
• Ability to multitask and work on several projects simultaneously.  
• Must be able to interact effectively and professionally in a fast paced environment.  
• Excellent communication and interpersonal skills.  
• Strong analytical skills.  
• Demonstrated commitment to teamwork  
• Understanding of cultural differences within a global workplace.  
• Demonstrated problem solving and decision making skills.  
• Commitment to meeting deadlines with a focus on quality.