

Assignment 4 – Your Professional Needs

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I used a job analysis approach to break down my job into four main categories: administrative, technical, soft skills, and project management. I then thought about all of the tasks that I perform and placed them into the appropriate categories. For tasks that could be broken down further for clarity, I included sub-categories. The end result is a comprehensive list of my professional needs based on a job analysis:

Administrative

- Managing email correspondence
 - Responding to email requests
 - Organizing emails
 - Sending communication blasts to the Customer Service Centers
- Participating in Performance Management process
 - Documenting performance feedback on an ongoing basis
 - Providing performance feedback to others as needed
 - Preparing SMART goals
 - Creating mid-year and annual self-evaluations
 - Participating in performance discussions with management
- Participating in team meetings
 - Adding agenda items
 - Hosting meetings regularly
 - Contributing to team discussions
 - Apprising team of project status and updates

Technical

- Instructional design
 - Identifying needs
 - Converting needs into instructional goals
 - Analyzing learners
 - Analyzing learning and performance contexts
 - Creating high-level design documents
 - Obtaining approval on high-level designs
 - Creating detailed design documents
 - Creating instructional strategy
 - Writing performance objectives
 - Creating assessment instruments
- Instructional development
 - Selecting and developing instructional materials
 - Graphic design
 - Multimedia development

- Programming in JavaScript, ActionScript
 - Web design & development
- Implementing instructional solutions
 - Uploading content to the LMS
 - Publishing Web content to the intranet site
 - Adding courses to the catalog
 - Communicating course availability to appropriate contacts
- Evaluating instructional effectiveness
 - Creating or modifying evaluation instruments
 - Deploying instruments
 - Evaluating results
 - Using evaluation results to improve instruction
- Maintaining Customer Service intranet site (referred to as “Main Menu”)
 - Creating web pages
 - Capturing screenshots
 - Editing images to add callouts, text bubbles, and organizers
 - Updating online content
 - Logging updates to the database
- Serving as a subject matter expert (SME) for Customer Service Centers
 - Working with leadership to identify process improvement opportunities
 - Acting as a consultant for the rest of the training organization
 - Serving as a liaison between the training organization and the Customer Service Center organization

Soft Skills

- Building relationships with customers
 - Corresponding with business partners
 - Corresponding with training organization leadership
 - Corresponding with customers
 - Providing support to the trainers located in each of the three Customer Service Centers
- Working effectively as a team player
 - Collaborating with teammates on projects
 - Communicating with my team (most of my team is in Chicago)

Project Management

- Creating and maintaining project plans
- Identifying tasks required to complete a project
- Identifying and allocating resources to tasks
- Prioritizing tasks
- Meeting deadlines
- Hosting / participating in project meetings