



Virtual Training Host I

Job Summary

The Virtual Training Host I is responsible for the instructional and technical support of presenters and participants during virtual instructor-led training courses through the management and facilitation of web-conferencing software throughout the course.

Job Description

Key Responsibilities

- Support train-the-trainer sessions to familiarize presenters with the utilization of virtual training software and to prepare them for web-based instruction.
- Pre-load all layouts and course content for easy access during the course.
- Conduct pre-training equipment checks to ensure all equipment is working properly and to troubleshoot any technical difficulties.
- Welcome participants into the virtual learning environment at the beginning of courses by taking attendance, introducing features and functionalities of the system, and answering any training-related questions.
- Support course instruction by navigating through training slides, enabling and coordinating interactive features in the virtual environment, and monitoring participant engagement and participation.
- Communicate with presenters regarding participant progress throughout the training session.
- Serve as a point-of-contact for participants and provide support throughout the training session.
- Troubleshoot and fix technical and production issues that may arise.
- Create and maintain daily reports of attendance, participant feedback, and instructional or system-related issues.
- Work collaboratively with team members, including government and contractor support personnel, instructional systems designers, developers, and management.

Minimum Qualifications

- 2 years' professional work experience providing virtual customer service or technical support via phone and/or online chat.
- Proficiency in MS Word, Excel, PowerPoint, and ability to multi-task.
- Strong written and verbal communication skills with a solid grasp of English grammar and usage.
- Ability to work collaboratively with others and independently.
- Ability to pass a background check.

Preferred Qualifications

- Proficiency with Adobe Connect, WebEx, Microsoft Lync, or other web conferencing tools.
- Experience in education, instructional design, or training.