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Senior Manager: Training and Content Development

Austin, Texas, United States
Support and Service

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Summary

Posted: **Jul 2, 2024**
Weekly Hours: **40**
Role Number:**200556267**

The people here at Apple don't just craft products - they build the kind of wonder that's revolutionized entire industries. It's the diversity of these people that supports the innovation that runs through everything we do, from amazing technology to industry-leading environmental efforts. Join Apple, and help us leave the world better than we found it.

This is an opportunity to join the AppleCare Training and Quality team as a senior leader. In this role you will be responsible for identifying, crafting, and delivering high-quality learning and content strategies to support AppleCare Contact Center staff.

If you care deeply about crafting extraordinary content and learning experiences, making complex topics approachable, and helping deliver products that will make an impact around the world, this may be the role for you.

Description

As the senior manager, you will lead teams of hard-working instructional designers and content design experts as you collaborate with the business to identify needs and build process documentation, instructor-led training, e-learning, and virtual training using groundbreaking technology and innovative solutions. Key responsibilities of this role include:

Developing a long-term vision for content strategy and aligning it with overall business objectives.

Knowledge of adult learning principles, modalities, methods, and standard methodologies in learning, including culturally responsive and inclusive practices.

Knowledge of effective content management, including standard methodologies in content design and accessibility, monitoring the performance of all content, and identifying ways to improve the performance and management of supported content types.

Developing and implementing a system for measuring the impact of content programs.

Managing budgets and prioritizing efficiently.

Consulting with business partners to provide creative solutions to address identified strategic challenges.

Preparing and delivering presentations on the efficiency and outcomes of content projects and programs to senior leaders.

Serving as a role model for inclusive leadership behaviors and taking responsibility for building, developing, and retaining teams with varied strengths.

Creating space to listen, learn, and amplify different perspectives and experiences.

Minimum Qualifications

- 10+ years work experience in the content design and/or training and development industry, with 5+ years leading global teams.

- Proven leadership skills with a track record of building and maintaining highly effective teams.

- Exhibits the ability to develop and deliver clear communications tailored to the needs of the audience.

- Familiarity with industry-standard content management and content authoring tools.

- Understanding of search engine optimization (SEO) and how to implement SEO strategies in content.

- Possesses a strong understanding of adult learning principles and their application to instructional design for classroom-based, self-guided, and virtual training.

- Displays the capacity to lead with compassion and diplomacy in a variety of situations.

- Possesses the ability to approach problems flexibly, with a willingness to adapt and modify one's approach without compromising the desired outcome.

- Establishes teams that exhibit accountability, learn from mistakes, and engage in productive feedback exchange.

- Demonstrates curiosity about others and successfully communicates with team members at every level within the organization.

- Ability to analyze content performance using in-house tools and make data-driven decisions.

- Bachelor's degree or equivalent experience

Preferred Qualifications

- MS or MBA

- 15+ years work experience in the content design and/or training and development industry, with 10+ years in a people manager role.

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