Summary:

Haigh-Farr is a premier antenna design, manufacturing and test house developing products used across all platforms in the aerospace industry including missions to Mars, the International Space Station and products fielded to the U.S. Military supporting the warfighter. In our over 50-year history we have enjoyed steady, planned growth. In 2020, Haigh-Farr plans to further grow our team and capabilities to meet increasing demand and to expand into new markets and antenna technologies.

Haigh-Farr is seeking a qualified candidate for the position of IT Technical Trainer. As the IT Technical Trainer, you will be responsible for conducting role-specific training on tools and programs each department uses to help develop skills that will encourage peak output. You will be highly knowledgeable in your field of expertise and possess solid technical aptitude.   Must be an excellent communicator and able to explain complex subjects in a clear and concise manner.

Responsibilities:

- Conduct IT skills gap analyses
- Design technical manuals using simple language
- Conduct role-specific training on tools and programs each team uses daily
- Research and recommend learning systems
- Apply educational methods to engage trainees
- Train new employees on proper use of hardware and software
- Perform regular organization-wide trainings on system security
- Evaluate the effectiveness of each educational session
- Maintain updated records of training curriculum and materials
- Review company policies on computer use and cyber security

Knowledge & Skills:

- Proven work experience as an IT Trainer, Technical Trainer or similar role
- Experience designing technical course material
- Familiarity with web-based learning platforms and modern educational techniques
- Good understanding of corporate computer security principles

- Excellent written and verbal communication skills with the ability to explain technical terms plainly
- Work with internal teams to obtain an in-depth understanding of the product and the documentation requirements
- Produce high-quality documentation that meets applicable standards and is appropriate for its intended audience
- Write easy-to-understand user interface text, online help and developer guides
- Create tutorials to help end-users use a variety of applications
- Analyze existing and potential content, focusing on reuse and single-sourcing opportunities
- Create and maintain the information architecture
- Ability to deliver high quality documentation paying attention to detail
- Ability to quickly grasp complex technical concepts and make them easily understandable in text and pictures
- Excellent computer skills, proficient in working knowledge of Microsoft Office products
- Basic familiarity with the SDLC and software development

Qualifications

- Degree in Computer Science, Engineering or equivalent work experience preferred
- Additional certification in training (e.g. Certified Technical Trainer) is a plus
- Proven work experience in technical writing of training documentation
- Knowledge of information security risk management frameworks and compliance practices
- Understanding of common industry security frameworks (e.g., NIST 800-171, CMMC, NIST 800-53, RMF)
- U.S. citizenship required, with ability to possess a security clearance

Why should you join Haigh-Farr?

Haigh-Farr is a fast paced, growing company that recognizes employees with a promote-from-within philosophy. We believe in a friendly work environment where employee contributions are well received and a key component to our success. Our facility features state of the art technology and the latest manufacturing and testing capabilities. Please see more details about our benefits below.

- Health Insurance Plan with Health Reimbursement Feature, Dental Insurance and Vision

Insurance

- Flexible Spending Accounts – Health and Dependent Care

- Company Paid Disability Insurance and Group Term Life Insurance

- Paid Vacation, Holidays, and Sick Time

- 401K with Company Match

- Competitive salary, commensurate with experience and capabilities

- Company Sponsored Social Events – pizza luncheons, golf outings, food truck BBQ luncheons, Holiday Parties

- Wellness Prevention – Annual In-House Flu Clinic, Gym Membership discount through Health Insurance Plan