

L&D Specialist (Taipei)

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Company: PTW

Location: Taipei

Category: other-general

Who we are

PTW is a boutique games services company that provides custom solutions worldwide. We believe in accelerating innovation across the globe. We started more than 25 years ago and since then, have grown exponentially year-on-year to who we are today. Our history is in gaming, and we are still gamers at heart. In our time within the games industry, we have worked on over 1,500 titles across all genres and all platforms.

We have grown rapidly over the past few years and now have 16 sites spanning the globe. The PTW umbrella of companies includes SIDE, 1518, OR Esports, and Entalize. SIDE works at the cutting edge of interactive media as a provider of audio services for the global entertainment market. 1518 is known industry wide for world-class art and is also our in-house game and product development studio.

Basically, anywhere in the world, any platform, any genre, we can help come up with a custom solution to make games run better, get to market faster, and enhance the lives of more players.

In summary, we connect and bring fun to the world.

Welcome to PTW

Title: L&D Specialist

Location: Taipei office

Contract: Full-Time, Permanent

Start: Immediate

Purpose of Job

Learning and Development specialist will focus New Hire Training and Job specific trainings as needed by the operations team. Learn and implement the process flow to ensure building skills, upskilling, and drive performance metrics aligned with PTW organization goals.

What you'll be doing

1)Co-ordination: -

- a. Manages and coordinates training enrolments.
- b.Design prepare and order educational aids and materials as and when required.
- c.Acting as the SME within the business for anyone with questions or queries regarding New Hire Training and development plans.
- d.Develops and maintains organizational communications such as bulletin boards and newsletters to ensure employees have knowledge of training and development events and resources.
- e.Gather feedback from trainers and trainees after each educational session.

2)Content Design and Development: -

Co-ordinate with the Content team to

- a.Designs course materials as per training/event requirements.
- b.Develops modules and course material based on the designs.
- c.Creates and adapt curriculum for a variety of audiences and learning delivery methods.
- d.Develops complementary training materials that enhance learning options, including participant and leader guides, manuals, reference cards and certifications.
- e.Modifies programs as and when required.
- f.Ensures available content meets the process standards.

3)Delivery: -

- a.Delivers New Hire Training – GQA / Player Support / LQA.
- b.Delivers Refresher Training.
- c.Delivers basic and intermediate modules for developmental trainings as assigned by the lead/manager.

4)Evaluation: -

- a.During recruitment completes L&D rounds as per the process.
- b.Analyse training feedback (L1, L2, L3)and create reports.

5)Tasks assigned by supervisor. Support interpretation in human resource meetings.

Requirements

- 1-Advance Level discourse and comprehension – Written and Verbal
- 2-Basic Excel skills , vlook up, h lookup and Power point presentation
- 3-Classroom management
- 4-Coordination
- 5-Adult Learning Principle
- 6-Experiential learning
- 7-Learning objective management

Benefits

- Statutory Benefit
- Festival Red Packet
- Department Gathering

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