

Job Title: Product Trainer intern

Department: Customer Satisfaction (Product Training)

Group: Product Trainer

Reports To: Evan Shih

Office Location: Taipei, Taiwan

Job Description:

As a Short-term Product Trainer Intern, you will have the opportunity to gain practical experience in developing and delivering training programs for a company's products. This internship will provide you with valuable insights into the training and product management functions while allowing you to contribute to the success of the organization.

Responsibilities:

1. **Training Material Assistance:** Assist in the development of training materials, including presentations, user manuals, online courses, and videos, to support the training programs. Collaborate with the training team to ensure content accuracy and alignment with the product objectives.
2. **Training Delivery Support:** Support the delivery of training sessions, workshops, and webinars by setting up training environments, assisting with technical setups, and providing general logistical support to trainers. Contribute to maintaining a positive and engaging learning environment.
3. **Training Program Evaluation:** Assist in collecting participant feedback, conducting knowledge assessments, and analyzing training outcomes to evaluate the effectiveness of training programs. Contribute to the documentation of evaluation results and recommendations for improvement.
4. **Product Knowledge Acquisition:** Learn about the company's products, their features, and their application in different scenarios. Keep up to date with product updates and enhancements to effectively support the training initiatives.
5. **Collaboration and Communication:** Work closely with the training team, subject matter experts, and other stakeholders to gather information, clarify training needs, and contribute to the development and delivery of training materials. Maintain effective communication channels to ensure smooth coordination and timely completion of tasks.
6. **Administrative Support:** Provide administrative assistance, such as scheduling training sessions, organizing training materials, and maintaining training records and documentation. Help with managing training coordination and tracking participant attendance.
7. **Learning Opportunities:** Actively seek learning opportunities to expand your knowledge of instructional design principles, training methodologies, and adult learning theories. Take advantage of the internship experience to develop your skills in training program development and delivery.

Qualifications:

- Currently pursuing a degree in a relevant field (e.g., Education, Instructional Design, Business training) student.
- Strong organizational and time management skills, with the ability to multitask and meet deadlines.
- Excellent written and verbal communication skills.
- Proficiency in Microsoft Office applications, particularly PowerPoint.
- Basic understanding of instructional design principles and the user learning theories is a plus.
- Ability to work independently as well as collaboratively in a team environment.
- Strong attention to detail and commitment to delivering high-quality work.
- Enthusiasm for learning about new products and technologies.
- Prior experience in training, customer service, or related fields in the school.