



## 1. Job Specifics

Job Title:	DevOps Engineering trainer (Talent Academy)
Reports to:	Learning Delivery Manager
Location:	London
Division:	QAL
Department:	Delivery

## 2. About the role

Role Purpose	<ul style="list-style-type: none"><li>• Design, develop and deliver learning interventions and programmes in DevOps engineering</li></ul>
Duties & Key Responsibilities	<ul style="list-style-type: none"><li>• To develop and deliver DevOps engineering training courses, which may be delivered in QA's own training centres as open programmes, or as closed programmes on clients premises.</li><li>• To support specific clients with a high quality of tailored content development and delivery</li><li>• Building excellent relationships with clients through positive, professional engagements in and outside of the training environment.</li><li>• To take ownership for a portfolio of high quality, market-leading courses and to become well-known in QA, and amongst our customers and leading expert in your field</li><li>• To develop your specialism / expertise to meet the requirements of the business</li><li>• To support internal colleagues with their learning and development needs on an ad hoc basis as required, particularly within your field of expertise.</li></ul>
KPIs & SLAs	<ul style="list-style-type: none"><li>• Revenue Earning Utilisation above 75% (this includes delivery and paid development)</li><li>• High levels of customer satisfaction and excellent feedback. Achieving trainer quality (TQI) scores in excess of 80</li><li>• Quality of course materials and delivery standards</li><li>• Peer recognition for effective contribution within the team</li></ul>

Key Working Relationships	<ul style="list-style-type: none"> <li>• Product Director</li> <li>• Learning Delivery Manager</li> <li>• Members of the peer training delivery team</li> <li>• Operations/Scheduling</li> </ul>
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<h3>3. About You</h3>	
Skills & Abilities	<ul style="list-style-type: none"> <li>• Good communication and interpersonal skills - be able to form a rapport quickly with people and make them feel comfortable; ability to break down complex scenarios into simpler chunks and explain them</li> <li>• Adaptive - be able to think on your feet when things go wrong or when removed from your comfort zone</li> <li>• Reflective - be empirical in your practice and analyze how to improve your delivery/materials</li> <li>• Be able to work individually and part of a team</li> <li>• Creativity, energy and enthusiasm</li> <li>• Be numerate and literate to a high level</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• An appreciation of what DevOps is and why industry is adopting it</li> <li>• Some experience of Linux configuration, administration and scripting</li> <li>• Some programming experience, preferably Python or Ruby</li> <li>• Experience of test and quality automation</li> <li>• Experience with continuous integration and release technologies</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Exposure to the cloud</li> </ul>

	<ul style="list-style-type: none"> <li>• Awareness of software testing</li> <li>• Understanding of Agile and Lean</li> <li>• Use of version control using Git</li> <li>• Process improvement and change</li> </ul>
Personal Attributes & Other Requirements	<ul style="list-style-type: none"> <li>• Enthusiasm for life-long learning - both for themselves and in others</li> </ul>

<h2>4. About QA</h2>	
About Us	<p>QA is one of the largest learning services organisations in the UK, developing skills and capabilities for everyone from apprentices to business leaders. Headquartered in London, but with a nationwide network of state-of-the-art training centres, QA Group is comprised of four fast-growing divisions- QA Learning, QA Apprenticeships, QA Consulting and QA Higher Education- all of which deliver innovative and cutting edge skills solutions to UK organisations.</p> <p>At QA, we are proud to help people and businesses transform their performance through learning; we offer a complete range of business and IT training. With training centres throughout the UK, QA delivers an exceptionally broad training curriculum to meet the needs of individuals and corporate businesses. Our award-winning teams of learning professionals are amongst the best in the world, each with extensive experience and a proven track record of delivering the skills that transform performance and ensure lasting benefits.</p>
The Division You'll Be Working In	<p>QAL: QA Learning provides the most complete range of training courses and learning services available in the UK. Our training courses span six main areas; Technical IT, Business Applications, Business Systems Analysis &amp; Design, Programme &amp; Project Management, Service Management, Leadership &amp; Management and Business Skills.</p> <p>In addition to our public schedule of over 1,500 classroom-based courses, QA Learning also offers world-class delivery through virtual, mobile and eLearning. We are listed as the no.1 IT training company by The Learning &amp; Performance Institute (LPI), with 350+ fully employed learning professionals and subject matter experts and 24 centres with 230 classrooms across UK.</p>

<p>QA Values</p>	<ul style="list-style-type: none"> <li>• Integrity - We will: Be open and honest. Have trust and respect for each other. Act in the best interests of the whole business. Share knowledge and experience.</li> <li>• Commitment – We will: Deliver our obligations to clients and colleagues. Take individual responsibility and be proactive in delivering what we promise. Champion equality, diversity and inclusion. Support our communities and protect the environment.</li> <li>• Service – We will: Understand our clients and exceed their expectations. Provide exceptional value. Deliver the highest quality service. Strive to continually improve and enhance our services.</li> </ul>
<p>Benefits Offered With This Role</p>	<ul style="list-style-type: none"> <li>• 25 days holiday (rising to 28 days after 5 years) – with the ability to buy more holiday days</li> <li>• Pension scheme – we will contribute a % of your basic salary</li> <li>• Life Assurance (4x your basic salary)</li> <li>• 2 days paid Charity Days – QA will also double any sponsorship money raised up to £250</li> <li>• 3 additional training days to focus on things you're interested in</li> <li>• Season ticket loan</li> <li>• Discounted gym membership</li> <li>• Cycle to work scheme</li> <li>• Group Income Protection</li> <li>• Voluntary Private Medical Insurance</li> <li>• Childcare Vouchers</li> <li>• Flu Jab Vouchers</li> </ul>