

Specialist III, System Learning and Development (Oracle Fusion)

The System Learning & Development (SLD) team advances Baltimore City Public Schools' commitment to developing a high-performing workforce equipped to lead, learn, and contribute to improved outcomes for students. Guided by the belief that every employee can lead from their seat, the team develops coherent systems for professional learning, employee experience, leadership development, organizational effectiveness, workforce growth, and technology adoption.

Baltimore City Public Schools is engaged in the sustainment phase of its Administrative Modernization Project (AMP) to improve Human Capital, Finance, Payroll, and Information Technology business processes. The Specialist III - System Learning & Development serves as a lead training practitioner for AMP, Oracle Fusion, and related enterprise technology initiatives. In collaboration with vendors, implementation partners, subject matter experts, business process owners, Information Technology, and the System Learning & Development team, the Specialist develops, coordinates, delivers, and evaluates comprehensive learning programs supporting Oracle Fusion Finance and HCM, Learning Management Systems, and related enterprise technologies. The position leads adult learning experiences across instructor-led, virtual, self-paced, and blended channels and supports organizational readiness, technology adoption, knowledge transfer, and sustained use of new systems, processes, and ways of working across schools and central offices.

Essential Functions

Training Design and Delivery

- Leads implementation of AMP, Oracle Fusion, and enterprise technology training aligned to project milestones, vendor release schedules, and organizational priorities.
- Conducts training needs assessments for employees impacted by Enterprise Resource Planning (ERP), Oracle Fusion Finance and HCM, Learning Management Systems, and business process transformation initiatives.
- Designs, develops, coordinates, facilitates, and evaluates instructor-led, virtual, blended, and self-paced learning programs for diverse employee groups.
- Collaborates with implementation partners, technology platforms, and internal stakeholders to support train-the-trainer programs and end-user training delivery.
- Partners with subject matter experts and business process owners to translate business processes, system workflows, and standard operating procedures into effective learning materials, job aids, and quick-reference resources.

- Ensures learning materials are accurate, user-focused, accessible, and aligned with organizational requirements and system functionality.

Organizational Readiness and Change Adoption

- Supports organizational readiness by building the employee knowledge, skills, and confidence required for successful adoption of new systems and business processes.
- Collaborates with project teams and stakeholders to identify learning, performance, and adoption gaps associated with enterprise technology and business transformation initiatives.
- Designs and implements knowledge-transfer, coaching, consultation, and facilitation approaches that build long-term organizational capacity.
- Promotes cross-functional collaboration and identifies opportunities to strengthen enterprise-wide learning, technology adoption, and operational effectiveness.

Communications, Evaluation, and Project Support

- Develops and coordinates training communications, announcements, registration processes, marketing materials, user outreach, schedules, and implementation timelines.
- Collects, analyzes, and reports training participation, effectiveness, system adoption, and user feedback data; recommends improvements to content, delivery methods, and support resources based on findings.
- Leads and supports cross-functional projects, initiatives, and workgroups involving multiple stakeholders, vendors, competing priorities, and sensitive information.
- Prepares reports, presentations, recommendations, communications, and other materials to support decision-making, information-sharing, and stakeholder engagement.

SaaS (Software as a Service) Lifecycle Management

- Partners with Information Technology and system owners to review vendor release notes and conduct impact assessments to determine how new features, patches, and security updates affect existing workflows, business processes, and standard operating procedures.
- Maintains an up-to-date library of training materials, ensuring documentation, e-learning modules, and quick-reference guides are revised in accordance with system release schedules.

- Collaborates with Information Technology to manage and optimize in-app guidance tools, including Oracle Guided Learning, and configures real-time, context-sensitive support for updated workflows.
- Analyzes system usage data and help-desk ticket trends to identify user challenges and develops targeted microlearning interventions to address knowledge gaps.
- Serves as a bridge between technical release teams and end users, preparing stakeholders for system changes through timely communications, release-specific workshops, and updated learning resources.
- Models collaborative leadership, continuous learning, professionalism, adaptability, sound judgment, and a solutions-oriented approach.
- Performs and promotes all activities in compliance with equal employment and nondiscrimination policies; follows federal laws, state laws, school board policies, administrative regulations, and professional standards.

Maximum Salary \$129933.00

Minimum Salary \$85709.00

Desired Qualifications

- Bachelor's degree from an accredited college or university required; master's degree preferred.
- At least three years of relevant full-time professional experience required. Competitive candidates will have at least five years of progressively responsible, relevant professional experience.
- Experience developing and delivering training programs for large-scale technology, ERP, HCM, Finance, Payroll, Timekeeping, or similar enterprise implementations; experience with Oracle Fusion and UKG Ready preferred.
- Demonstrated knowledge of adult learning principles, instructional design methodologies, technology adoption, and professional learning best practices.
- Experience supporting Learning Management Systems, including Canvas and KickUp, and the ability to rapidly learn and support related enterprise learning technologies.
- Experience translating complex system functionality, business processes, and standard operating procedures into accessible learning materials and end-user support resources.
- Proficiency with Microsoft Office applications, including Excel, PowerPoint, and Teams, and familiarity with in-app guidance, system usage analytics, or help-desk trend data.
- Ability to interact with diverse constituencies, communicate complex information with tact and diplomacy, and develop strong working relationships with employees, managers, vendors, consultants, and cross-functional partners.
- Ability to exercise independent judgment, manage multiple priorities, meet deadlines in a fast-paced environment, and influence without direct authority.

- Strong analytical, organizational, written, verbal, facilitation, presentation, project management, and collaboration skills.
- Commitment to equity, continuous learning, technology adoption, and the development of others.

Full time

Additional Details

Qualified candidates for the above position must submit the following:

- Completed online application
- Resume that clearly demonstrates the above minimum qualifications. It is important that you include all experiences and education related to the position to which you are applying.
- Upload copies of all transcripts -undergraduate, graduate and all MSDE Certifications
- Must provide three (3) professional references to include: name, title, business address, e-mail address and phone number
- All documentation/certification necessary (scanned copies accepted) to substantiate minimum qualifications; must be uploaded into application
- All documentation must be scanned and uploaded to application

Benefits -- This position is eligible for benefits. To review the available options please see the information relevant to the union for this position by viewing the following link: <http://www.baltimorecityschools.org>

Baltimore City Public Schools ("City Schools") does not discriminate in its employment, programs, and activities based on race, ethnicity, color, ancestry, national origin, nationality, religion, sex, sexual orientation, gender, gender identity, gender expression, marital status, pregnancy or parenting status, family structure, ability (cognitive, social/emotional, and physical), veteran status, genetic information, age, immigration or citizenship status, socioeconomic status, language, or any other legally or constitutionally protected attributes or affiliations. Discrimination undermines our community's long-standing efforts to create, foster, and promote equity and inclusion for all. Some examples of discrimination include acts of hate, violence, harassment, bullying, or retaliation. For more information, see Baltimore City Board of School Commissioners Policies [JBA \(Nondiscrimination - Students\)](#), [JBB \(Sex-Based Discrimination - Students\)](#), [JICK \(Bullying, Harassment, or Intimidation of Students\)](#), [ACA \(Nondiscrimination - Employees and Third Parties\)](#), [ACB \(Sexual Harassment - Employees and Third Parties\)](#), [ACD \(ADA Reasonable Accommodations\)](#), and [ADA \(Equity\)](#), and the accompanying City Schools Administrative Regulations. City Schools also provides equal access to the Boy and Girl Scouts and other designated youth groups. [Link to Full Nondiscrimination Notice.](#)

This position is affiliated with the Paraprofessional and School-Related Personnel (PSRP) bargaining union.

This position is affiliated with the City Retirement Plan.

In accordance with Maryland law, City School is required to share the position salary ranges in its entirety. Please note, this is not the hiring range. The hiring range for this position is (\$85,709- \$102,003).