Perch Technologies Private Limited
Kanakia Wall Street, Ground Floor
'B' Wing, DBS Business Centre,
Chakala, Andheri -Kurla Road,
Andheri (E). Mumbai 400093
Website: www.perchtechnologies.com

Learning and Development Specialist

Location: Mumbai
Experience: 3 to 8 years
Industry: System Integration / IT Hardware / AV / Networking / IT Solutions
Employment Type: Full-time
Reporting To: HR Head / L&D Manager

Job Summary:

We are looking for a proactive and innovative Learning & Development (L&D) Specialist to design, implement, and oversee employee training and development programs within our system integration business. The role involves identifying skill gaps, creating training roadmaps, and enhancing employee capability across technical, functional, and behavioral areas to support business growth and client excellence.

Key Responsibilities:

- Assess training needs across departments (sales, pre-sales, technical, service, and support teams).
- Design and deliver learning programs for technical upskilling, IT certifications, compliance, leadership, and soft skills.
- Coordinate with external trainers, OEM partners, and certification bodies for specialized IT/system integration training.
- Develop and implement onboarding and induction programs for new employees.
- Evaluate the effectiveness of training through feedback, assessments, and performance metrics.
- Maintain training records and prepare reports for management review.
- Drive employee engagement through knowledge-sharing sessions, workshops, and learning initiatives.
- Support career development programs, succession planning, and talent management strategies.
- Introduce e-learning platforms, LMS, and digital tools to promote continuous learning.
- Ensure compliance with organizational policies, industry standards, and certification requirements. Create and maintain an annual training calendar aligned with business goals.
- Manage onboarding programs for new hires, ensuring smooth integration into the company.
- Maintain training records, certifications, and compliance-related documentation.
- Prepare periodic MIS reports on training effectiveness, participation, and ROI.

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Learning Culture & Engagement:

- Promote a culture of continuous learning through internal campaigns, learning hours, and knowledge-sharing sessions.
- Facilitate onboarding training and buddy programs for new hires.

Requirements:

- Bachelor's degree in HR, Business Administration, or related field (Master's preferred).
- 4–8 years of experience in L&D or HR, preferably in IT/system integration or technology-related industry.
- Strong understanding of training methodologies, instructional design, and adult learning principles.
- Knowledge of IT certifications (Cisco, Microsoft, VMware, Cybersecurity, Cloud, etc.) is an advantage.
- Excellent communication, presentation, and facilitation skills.
- Ability to manage multiple training programs and stakeholders simultaneously.
- Proficiency in MS Office, LMS platforms, and e-learning tools.
- Strong facilitation, coaching, and presentation skills.

Key Competencies:

- Strategic thinking & planning
- Strong interpersonal & stakeholder management skills
- Creativity in program design
- Analytical mindset for measuring training ROI
- Passion for employee growth and development