



Classification Title: IT Technical Trainer

Department:	Information Services	EEO6 Code:	3
Employee Group:	Classified	Salary Grade:	31
Supervision Received From:	Director, Information Services	Date of Origin:	9/2016
Supervision Given:	Direction and Guidance	Last Revision:	9/2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Plans, organizes, schedules, coordinates and/or conducts user training classes to ensure that information technology-related training objectives are accomplished effectively, professionally and on schedule to meet District needs and requirements; develops and maintains a comprehensive training tracking system that documents staff training including the use of web-based training and training provided by vendors.

DISTINGUISHING CHARACTERISTICS.

The IT Technical Trainer is distinguished from IT Technical Support Specialist by its responsibility for developing and conducting a variety of training programs, while the latter position provides training to users when they need an immediate answer to a specific problem.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Establishes training objectives working closely with the Director, Information Services and other department heads; develops curricula and conducts information technology (IT) training programs; trains faculty, classified and administrative staff on desktop software used by the District and on other hardware; defines, develops, prepares and delivers special trainings as required for other District employees.
2. Communicates technical information to users in clear, non-technical terms; develops, produces and distributes training schedules online and in written form; coordinates logistics for workshop space and equipment; evaluates training programs; conducts assessments for technical training needs by survey, interview or participant evaluation; provides follow-up support and further training assessments.
3. Designs and develops forms, templates and macros for use by District staff; designs and develops databases of students and generates reports from the databases; creates special documentation for District staff as required.
4. Establishes and maintains a training management system to document, monitor and track required personnel training, including scheduling classes, rooms and resources and recording class enrollment, training completion and cancellations; produces various training-related reports.
5. Anticipates future training needs by working closely with the Director, Information Services and other department heads to understand enhancements, updates, new technology implementations, and related matters.

6. Designs, produces and distributes training newsletters; designs and publishes a training web page on the District website; uses web tutorials as required.
7. Researches and recommends vendors and costs for various training methods including training classes from outside vendors, ready-made training guides and computer or web-based training.

Marginal Functions:

1. Conducts one-on-one training and coaching sessions as needed.
2. May assist IT Technical Support Specialists as needed.
3. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of progressively responsible professional information systems experience, including experience in developing and conducting user training.

Education/Training: Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information systems or a related field.

Knowledge of:

1. Principles, practices and techniques of IT management, including applications design, software development methodologies, tools, software applications and hardware.
2. Theory, principles, practices and techniques of training, particularly as related to computer software and applications.
3. Methods and techniques for designing and conducting training programs and materials.
4. Principles and operation of the Internet; network infrastructure and security.
5. Principles and practices of group facilitation.
6. Software packages, applications and operating environments relevant to assigned areas of responsibility.
7. Various computer platforms and operating systems; standard software application programs.
8. Principles and practices of sound business communications; correct English usage, grammar, spelling and punctuation.

Skill in:

1. Designing, developing and conducting effective training programs on a variety of technology issues.
2. Facilitating large and small group or individual training classes.
3. Assisting in developing and evaluating training strategies and identifying approaches that maximize return on investment.
4. Obtaining accurate and complete information from users to identify their needs and problems and recommend and/or develop informational materials, training programs and other sources of support and development.
5. Presenting concepts, ideas and technical information clearly and persuasively, translating detailed and complicated IT information into written documents and oral presentations appropriate to level of the audience.
6. Learning new software, hardware and other technical equipment relevant to changes in the industry.

7. Understanding, interpreting and applying state and federal rules, policies, laws and regulations applicable to areas of responsibility.
8. Preparing clear, concise and comprehensive user training materials, correspondence, reports, studies and other written materials.
9. Exercising sound, independent judgment within guidelines.
10. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
11. Establishing and maintaining cooperative working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office or training center conditions, and the noise level is moderately quiet. Some assignments are performed in employees' offices and may expose the employee to dust and airborne particles and risk of electrical shock.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to stand and sit for prolonged periods, use hands to repetitively operate computers and standard business equipment, and lift or move up to 25 pounds.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.