IT TRAINER I	4860
IT TRAINER II	4861

DEFINITION

Plans, develops, and coordinates nonweb-based training projects, facilitates training sessions, and provides technical support. An IT Trainer I assists an IT Trainer II in carrying out these duties.

TYPICAL DUTIES

Provides technology training to all District personnel on current standard foundation and District-specific applications using various training methodologies such as instructor-led, webcasting, web-based, online, and video methodologies.

Provides technical support by answering basic to intermediate questions for foundation and District specific applications.

Develops nonweb-based training courses and related materials for foundation and District applications and assesses effectiveness of new courses through pilot testing.

Assists in the publication of the training schedule and marketing of training programs.

Conducts training program evaluations and maintains historical information on attendees.

Performs application testing during the software development phases to assess program functionality, identify program errors, and make recommendations for improvement prior to implementation.

Develops and maintains training related databases and prepares required reports.

Coordinates with the IT Training Supervisors and team members to identify trends in training.

Assists with the maintenance of the training facilities, including ensuring adequate hardware and software availability, scheduling, and setup.

Initiates and maintains liaison with end users, programmers, subject matter experts, consultants, and other District employees to accomplish assigned duties.

May develop concepts for effective visual presentations or podcasts regarding the planning, development, format, and delivery of training materials offered through web based learning.

May use multimedia equipment and computer software to record, edit, and export audio and video that is used for web based training.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An IT Trainer I assists with the development of courseware, delivers programs as the co-instructor for complex applications and may be lead instructor for foundation applications, and answers basic technical support calls on District applications.

An IT Trainer II is the primary developer of nonweb-based courseware, delivers programs as the lead instructor, and provides technical support by answering basic to intermediate questions related to District applications.

A Multimedia Designer analyzes designs, develops, implements, and evaluates multimedia knowledge sharing solutions.

SUPERVISION

General supervision is received from an IT Training Supervisor or other administrator. IT Trainers II and Multimedia Designers provide technical supervision to IT Trainers I.

CLASS QUALIFICATIONS

Knowledge of:

Microsoft operating systems
Microsoft Office Suite (Word, Excel, PowerPoint, Access, Outlook)
Internet/Intranet
Technology hardware basics
Software installation and removal
Adult learning concepts
Effective presentation skills
Courseware development
Human resources, payroll, financial, student information, and Enterprise Resource Planning (ERP) systems and procedures
Help Desk support functions and systems
Clerical practices and procedures
Training needs analysis principles and procedures
Correct spelling, grammar, and punctuation

Ability to:

Present technical concepts clearly and concisely in oral and written form
Understand, interpret, and apply technical material, rules, procedures, and policies
Team effectively with groups and individuals
Edit written documentation

ENTRANCE QUALIFICATIONS

IT TRAINER I

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by college-level courses in employee training and development and computer-related technology.

Experience:

Two years of experience which includes using and conducting group or one-on-one training in the use of Microsoft Windows, Macintosh operating systems, Microsoft Office Suite, email, internet applications, or Enterprise Resource Planning (ERP) systems such as human resources, payroll, financial, and student information.

Experience troubleshooting hardware and software technology related problems is desirable.

Special:

A valid California Driver License.
Use of an automobile.

IT TRAINER II

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by college-level courses in employee training and development, computer-related technology, and business management.

Experience:

One year of experience as an IT Trainer I or equivalent experience developing, coordinating, and conducting information technology or instructional technology training programs as an Enterprise Resource Planning (ERP) technical trainer.

Special:

A valid California Driver License.
Use of an automobile.

SPECIAL NOTES

Incumbents in these classifications will be required to travel.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

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<tr><td>Revised</td><td>Reviewed</td></tr>
<tr><td>09-07-11</td><td>10-11-18</td></tr>
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