

## **SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: TRAINING SERVICES COORDINATOR**

#### **DISTRICT VALUES**

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

#### **SUMMARY DESCRIPTION**

Under the supervision of the Executive Officer of Equity and Engagement, plan, organize, coordinate, design, schedule, and provide training to faculty, administrators, and staff on multi-platform computer operating systems, software applications, and institutionally supported specialized applications; develop and maintain working knowledge of new systems and applications including Software as a Service (SaaS) as new technology is implemented; assist with the Professional Development Program technology needs through an equity-focused lens.

#### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Plan, organize, coordinate, design, schedule, and provide training, training materials, training exercises, job aids and support for users on multi-platform computer operating systems, general software applications, web-authoring software applications, instructional technologies, and institutionally supported specialized applications (operational and administrative).
2. Maintain current knowledge of technical advances; research and evaluate changes on multi-platform computer operating systems, software applications, and emerging software applications and emerging technologies.
3. Assess and set priorities for users training needs; learn software applications to teach and support users; plan, coordinate, schedule and promote training.
4. Research and review existing and new literature to meet College needs; create, revise, maintain and publish training materials, training exercises, and job aids; maintain library of manuals, and online help facilities.
5. Provide face-to-face support to users in the operation of multi-platform computer systems, hardware, software applications and other technology in the computer and training labs; communicate with users to increase efficiency and resolve problems; research solutions.

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**Training Services Coordinator – cont'd.**

6. Deliver equity-centered and inclusive instruction to small and large groups of faculty, staff, and student workers in class labs or workstations; ensure that various learning environments are maintained in appropriate condition, including working condition of hardware and software and accounting for the physical and emotional needs of learners as they relate to achievement of objectives.
7. Identify, recruit, and coordinate subject matter experts, staff and industry experts engaged in developing and delivering technology training through various modalities including asynchronous learning, web conferencing, and onsite training.
8. Conduct evaluations of workshops, classes and training modules to assess effectiveness of delivery and content of instructional materials; maintain records and prepare related reports.
9. Perform technical responsibilities in the Professional Development Program computer and training labs with multi-platform computers and laptops, cabled and wireless networks, instructional technology, adaptive technology, and multimedia software and hardware; plan, coordinate, schedule and perform hard drive imaging, software application installations, maintenance, minor repairs, upgrades, system setup, troubleshooting, and functionality training for users.
10. Install, configure, upgrade, operate, troubleshoot, and maintain hardware and software on multi-platform computers and laptops including but not limited to specialized software, hard disks, modems, printers, wireless presentation headsets and speakers, remote instructional presentation pointers, camcorders, card readers, scanners, tracking systems, cabled and wireless network systems and servers and related equipment, and other technology; create customized computer software images as necessary.
11. Provide technical guidance in the selection of software and hardware and other technology; consult with College constituents to determine potential software resources; work with vendors to assess technology; recommend and establish priorities for purchases.
12. Provide specialized support to users on the use of standard and institutional software, including current customized software solutions; refer users to other department personnel as necessary; read, interpret, apply and explain related policies, procedures and activities.
13. Receive requests related to problems within the institutionally supported systems; troubleshoot and resolve, or report to responsible system administrator regarding software and related peripheral equipment problems.
14. Meet with users to discuss software problems; demonstrate and train others as needed.
15. Prepare and maintain records and reports related to training, workshops and other reports related to assigned activities; submit reports as directed.

16. Monitor assigned budgets; maintain budget related records.
17. Act as liaison with appropriate College personnel and participate in appropriate College committees.
18. Act as liaison with IT in the development and implementation of new and customized systems; create related training modules and objectives and prepare user documentation for training.
19. Work at a district-wide level to assist in the implementation of institution-wide initiatives.
20. Assist and coordinate the live, group or individual, training sessions for College website content providers, ranging from classified to faculty to administrative leaders; guide users in optimizing content and design look and feel of web pages, and provide consultation and troubleshooting for website layout, content, and design.
21. Provide work direction, hiring, training, evaluation, scheduling and technical guidance to temporary and student assistants; review work for accuracy and timely completion of assigned duties.
22. Assist District offices to address any specific computer needs required for training.
23. Perform related duties and responsibilities as required.

### **KNOWLEDGE AND ABILITIES**

#### **Knowledge of:**

Diverse academic, cultural, gender identity, gender expression, sexual orientation, disability, and ethnic backgrounds of community college students and employees.

Principles and practices of computer science and information technology.

Principles and practices of network and personal computer applications and software.

Principles and practices of courseware design, computer assisted instruction and curriculum development.

End user information, management and office automation software applications.

Operational characteristics of personal computers, Macintosh computers, peripherals, and components.

Oral and written communication skills

Interpersonal skills using tact, patience and courtesy.

Technical aspects of computer software training services.

Teaching and learning modalities.

Universal Design and accessibility principles.

Adult learning theory and assessment methods.

Principles and practices of content management systems.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

**Ability to:**

Effectively engage, work with, and demonstrate respect for and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students and professionals.

Plan, organize, coordinate, and promote training activities with College professionals.

Interface effectively with users and explain complex concepts clearly.

Work with a diverse array of learners and present material through various culturally responsive methods

Provide work direction to others.

Design and write manuals, instructional modules and related materials.

Train individuals and groups.

Work effectively in online environments

Read and understand technical manuals.

Analyze situations and adopt an effective course of action.

Generate enthusiasm for learning.

Operate modern office equipment including computer equipment and specialized software applications programs.

Adapt to changing technologies and learn functionalities of new equipment and systems.

Consistently meet deadlines while handling multiple simultaneous projects.

Be organized, detail oriented, and productive with an understanding of organizational policies, procedures, and activities,

Work independently with little or no supervision.

Plan, organize, and coordinate work to meet schedules and deadlines.

Plan and organize work for staff training.

Monitor assigned budgets.

Demonstrate technical advances related to education.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

**EDUCATION AND EXPERIENCE**

Any combination equivalent to: A Bachelor's degree from an accredited college or university with major coursework in computer science, information technology or a related field, **AND** one (1) year of related work experience developing and delivering software training to users; **OR** at least two (2) years of college level course work in computer science, information technology or related field **AND** two (2) years of related work experience developing and delivering software training to users.

**LICENSE OR CERTIFICATE**

Industry certifications in Microsoft Office, Windows, and/or other relevant software is highly desirable.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily indoors in a standard office setting or computer lab environment; frequent interruptions and distractions; extended periods of time viewing computer monitor.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

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