CLASS TITLE: TRAINING SERVICES COORDINATOR

SUMMARY DESCRIPTION

Under the supervision of the Vice President for Human Resources and work direction of the Staff Development Coordinator, design and provide training to faculty, administrators, and staff on multi-platform computer operating systems, software applications, and institutionally supported specialized applications; assist with the Staff Development Program technology.

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. Design 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.

3. Assess and set priorities for users training needs; learn software applications to teach and support users; plan, coordinate, schedule and promote training.

4. Review existing 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; principles of Universal Design.

6. Perform technical responsibilities in the Staff 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; schedule and perform hard drive imaging, software application installations, maintenance, minor repairs, upgrades, system setup, troubleshooting, and functionality training for users.

7. Install, 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.

8. 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.

9. Prepare and maintain records and reports related to training, workshops and other reports related to assigned activities; submit reports as directed.

10. Monitor assigned budgets; maintain budget related records.

11. Liaise with appropriate College personnel and participate in appropriate College committees.

12. 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.

13. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:
Network and personal computer applications and software.
Courseware design, computer assisted instruction and curriculum development.
End user information, management and office automation software applications
Oral and written communication skills
Interpersonal skills using tact, patience and courtesy.
Technical aspects of computer software training services.
Teaching and learning, including learning styles.
Macintosh and PC computer operating systems and software.
Universal Design principles.

Ability to:
Promote training activities with College staff and faculty.
Interface effectively with users and explain complex concepts clearly.
Provide work direction to others.
Design and write manuals, instructional modules and related materials.
Train individuals and groups.
Read and understand technical manuals.
Work cooperatively with others.
Work independently with little direction.
Meet schedules and time lines and set priorities.
Plan and organize work for staff training.
Monitor assigned budgets.
Demonstrate technical advances related to education.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
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 year of related work experience developing and delivering software training to users; OR at least two years of college level course work in computer science, information technology or related field and two 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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