



TECHNOLOGY TRAINING SPECIALIST

DEFINITION

Under general supervision, provides technical training and expertise to the District's faculty and staff regarding various software and system applications and tools; develops training programs and materials; develops and maintains standards for user documentation and systems applications; identifies ongoing technology needs in collaboration with campus constituencies and technical staff; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision assigned management personnel. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a specialized classification responsible for providing user support and training and assistance with technology related departmental projects. Incumbents are expected to possess knowledge of the District's systems and software. The work requires the frequent use of tact and judgment and the ability to conduct independent projects and programs. This classification is distinguished from other IT classifications by specializing in user training of the District's software and system applications.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Plans, schedules, and conducts training classes and demonstrations for District faculty and staff on various software and system applications, including Canvas and Etudes; instructs users in software applications for optimal usage.
- Determines training objectives and requirements; develops learning modules and curriculum; prepares and designs training materials, reference guides, and user manuals; assess programs, workshops, and materials for effectiveness; updates trainings as necessary.
- Responds to user questions, performs second-level troubleshooting on systems and applications, and provides diagnostic analysis; implements and/or recommends corrective actions for users with existing and new software applications.
- Works closely with faculty, staff and administrators to research, develop, coordinate, implement and/or develop new technology training programs.
- Performs accessibility reviews and advises faculty on modifications and updates based on results.
- Advises and consults with college and district personnel on technical and training issues in order to design and deliver technology training.
- Identifies, recruits, and coordinates 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.
- Evaluates and recommends software and web-based applications for use by faculty and staff.
- Promotes program, workshops, and services to faculty, staff and administrators.
- Works with appropriate staff to maintain accurate records on program development, consulting services, costs, participation records, and promotion of training opportunities.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of training program development, management, implementation, review, analysis, and evaluation.
- Basic techniques and methods of computer software evaluation, implementation, and documentation.
- Technologies such as office software, multimedia applications, content management systems, instructional technology tools, and district systems.
- Extensive understanding of current operating systems, desktop productivity software (Word, Excel, PowerPoint, etc.) and cross platform issues of application software.
- Adult learning theory and assessment methods.
- Instructional design and/or technology training development.
- Engagement techniques relevant to community college student populations.
- Universal design (accessibility) concepts with regard to the use and application of technology.
- Business letter writing and record keeping principles and procedures.
- Methods, techniques, and practices of data collection and report writing.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Evaluate, design and produce clear training materials, websites, multimedia, and online documentation.
- Organize and manage development and delivery of training.
- Express course material and educational goals through the imaginative application of technology.
- Train staff on software applications usage.
- Coordinate and assign work to technical and clerical staff.
- Communicate in writing and orally to individuals and/or groups of diverse backgrounds including students, staff, and community.
- Work in a changing environment and manage multiple priorities.
- Work in a distributed team structure.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university in instructional technology, computer science or related field, and two (2) years of responsible experience providing instruction to

adult learners, instruction as well as design and development of training materials in a variety of delivery modes, preferably in an educational environment.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials, computer screens, and projection screens; and hearing and speech to communicate and to evaluate audio output from speakers. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment as well as various tools. Positions in this classification stand for extended periods of time, walk between locations, and occasionally bend, stoop, kneel, and reach to perform assigned duties. Employees must possess the ability to lift, carry, push, and pull audiovisual equipment and other objects up to 30 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-54

FLSA: Non-Exempt

EEO Code: H-50

Board Approved: April 2021