

TECHNICAL TRAINING SPECIALIST

Purpose Statement:

Under administrative direction, the Technical Training Specialist is responsible for the development, delivery, and continuous improvement of training resources, conducts need assessments, executes, and evaluates all training initiatives; presents training material, vendor engagement and administration of the entire user learning process and experience.

Diversity Statement

Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives and being accountable for one's actions and the resulting impact.

Representative Duties:

This position description is intended to describe the general nature and the level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties.

Essential Functions:

- Administers and delivers training for designated users and user groups, motivates trainees through effective training methodologies both in group and individual training dynamics, both virtual and in-person.
- Maintains a thorough understanding of designated SDCOE software, systems and platforms for the development and delivery of training resources.
- Conducts needs assessment and identifies performance gaps implement training best practices to ensure alignment with SDCOE/ITS needs.
- Ensures learning experiences are consistent with SDCOE goals and norms.
- Evaluates success of training implementation by assessing achievement of learning objectives and transfer of knowledge to continuously improve training solutions and identify future learning opportunities.
- Creates and maintains digital/e-learning content, and makes content available on websites, learning management systems (LMS), and/or other digital/e-learning platforms.
- Coordinates user meetings to determine training needs to improve user skills and experience.
- Reviews vendor and third-party e-learning content for applicability to supplement staff instruction in the use of SDCOE systems.
- Provides "How-To" office hours assisting staff with questions associated with enterprise applications adopted by the organization.
- Design evaluative methods to measure effectiveness of training and materials.

Other Functions:

- Perform other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications:

Knowledge and Abilities

KNOWLEDGE OF:

SDCOE's goals and objectives;

Staff development and training methods and techniques;

Principles and methodologies of organizational change management;

Principles and practices of technology system adoption, use, implementation, and post-production support life-cycle;

Principles and practices of stakeholder engagement and communication;

Engagement, communication, and training metrics development and analysis;

Principles and techniques of training, adult learning theory, and motivation;

Principles and techniques of user interface experience and value realization;

Learning Management Systems (LMS), eLearning software tools, and online learning systems;

Basic principles and practices of communication and group interactions;

Technologically intermediate/advanced skills in MS Office 365 products.

ABILITY TO:

Plan, and coordinate technical training and professional development activities;

Assess adult learning and development;

Organize and manage time effectively;

Use judgement in decision making;

Set priorities and make decisions on a variety of complex matters;

Work collaboratively with a variety of people at various agencies;

Meet project deadlines in assigned areas;

Maintain accurate and accessible records;

Communicate effectively in both oral and in writing;

Establish and maintain cooperative working relationships with clients and staff;

Work with constant interruptions.

Working Environment:

ENVIRONMENT:

Duties are typically performed in an office setting.

May be designated in an alternate work setting using computer-based equipment to perform duties.

PHYSICAL ABILITIES:

Must be able to hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve

and store files; lift light objects. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Education and Experience:

Education: A bachelor’s degree in business administration, training/organizational development, management information system, computer science, or related field; and

Experience: At least three (3) years experience in organizational change management, and/or technology training development, and preferred experience in the areas of: user experience/adoption, process analysis, stakeholder engagement analysis or group training/facilitation.

Equivalency: A combination of education and experience equivalent to a bachelor’s degree in business administration, training/organizational development, management information system, computer science, or related field; and at least three (3) years experience in organizational change management, and/or technology training development, and preferred experience in the areas of: user experience/adoption, process analysis, stakeholder engagement analysis or group training/facilitation.

Required Testing

N/A

Certificates, Licenses, Credentials

Valid California Driver’s License

Continuing Educ./Training

N/A

Clearances

Criminal Justice Fingerprint/Background Clearance
Physical Exam including drug screen
Tuberculosis Clearance

FLSA Status: Exempt

Salary Grade Classified Management, Grade 030

Personnel Commission Approved: April 13, 2022

Revised: N/A