

IT TRAINING SUPERVISOR

DEFINITION

Plans and coordinates the daily operations of a training unit which include supervising the IT Trainer I and II positions and a technical support help desk; overseeing training, courseware development, program scheduling, and registration; and working on training related projects.

TYPICAL DUTIES

Supervises IT Trainer positions to ensure the delivery of technology training to all District personnel on the current standard foundation and District-specific applications through the use of instructor-led, webcasting, web-based, online, video, or any other acceptable training methodologies.

Directs efforts related to all aspects of technology training including development and maintenance of appropriate technology courses for foundation and District specific applications, publication and marketing of training schedules, communication to District personnel of available courses, registration of District personnel, maintenance of historical information on attendees, needs analyses, focus groups, user groups, assessments, and program evaluation.

Monitors technical support help desk services, balancing resources with demand, and answers basic to advanced questions for foundation and District specific applications.

Serves as liaison between the IT Training Project Managers and IT Trainers I and II to ensure success of training initiatives.

Coordinates and manages training facilities including scheduling, setup, and ensuring adequate hardware and software availability.

Provides status reports to management pertaining to assigned projects and responsibilities.

Researches and develops new training technologies and methodologies.

Acts as subject matter expert on foundation and District specific applications.

Creates and manages administration of user identification profiles and resolves related security issues.

Serves as liaison to and supervises vendors.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An IT Training Supervisor is responsible for the daily operations of the training unit including the scheduling of personnel, resource management and allocation, reporting on training unit metrics, and supervising IT Trainers I and II.

An IT Training Project Manager is responsible for the overall project management of training related projects. This includes the defining, designing, and planning of the overall projects, development of the project plans including time lines, resource allocations, budget, status reporting, and coordination with other project team members. An incumbent in this classification provides consultation to sponsors, stakeholders, and project team members relative to technology training.

SUPERVISION

General direction is received from the Director of IT, Training and the Deputy Director of IT Training or other higher-level administrative personnel. General supervision is provided to Information Technology Trainers I and II.

CLASS QUALIFICATIONS

Knowledge of:

- Microsoft operating systems
- Microsoft Office Suite (Word, Excel, PowerPoint, Access, Outlook)
- Internet/Intranet
- Project management
- Web development tools (Authorware, Dreamweaver, Flash, etc.)
- Technology hardware basics
- Software installation and removal
- Adult learning concepts
- Effective presentation skills
- Courseware development principles and techniques
- District human resources, payroll, financial, and student information and/or related Enterprise Resource Planning (ERP) systems and procedures
- District Help Desk functions and systems
- Clerical practices and procedures
- Training needs analysis principles and procedures
- Instructor-led, web-based, web casting, video, and online training methodologies
- Principles and techniques for designing and developing nonclassroom training solutions

Ability to:

- Supervise, train, and evaluate employees
- Create and compile reports
- Communicate clearly and concisely in oral and written form
- Understand, interpret, and apply technical material, rules, procedures, and policies
- Team with groups and individuals

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a bachelor's degree, preferably in business administration or a related field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

Experience:

Two years of experience in providing work direction relative to developing, coordinating, conducting, and implementing training programs related to information or instructional technology.

Experience providing work direction relative to developing, coordinating, and implementing web-based training programs is desirable.

Special:

- A valid California Driver License.
- Use of an automobile.

SPECIAL NOTES

Incumbents in this classification may be required to travel.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skills, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

Title Change Only
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