

TRAINING & APPLICATIONS SPECIALIST

Information & Educational Technology
100% time, 12- month term

OVERVIEW: *This position is responsible for providing technical training and expertise to end users on various software and systems applications and assisting with various technical projects from planning to final development; developing course curriculum and preparing training materials; recommending software and systems applications; developing and maintaining standards for user documentation on software and systems applications. The Training and Applications Specialist maintains frequent contact with various departments, staff and outside vendors.*

EXAMPLES OF DUTIES:

1. *Plans, schedules and conducts training classes and demonstrations for end users on various software and systems applications.*
2. *Develops and designs training curriculum; determines training objectives and requirements; prepares appropriate training materials.*
3. *Assists with various projects, such as, designing the implementation procedures and documentation for new technology and software development; writes, updates and maintains systems user documentation and procedures.*
4. *Supports software development and project staff; evaluates and tests new software and systems applications for quality, accuracy and effectiveness; maintains logs and tracks identified errors.*
5. *Troubleshoots and resolves end user problems with existing and new software applications; responds to user questions and issues.*
6. *Defines user needs and requirements and recommends appropriate software applications.*
7. *Prepares and maintains a variety of records and reports related to work performed including various documents, guides, manuals, catalogs and training documentation.*
8. *Conducts and facilitates meetings on implementation of new or improved software and systems applications.*
9. *Reviews, maintains and updates security access to end users; processes security access codes and user profiles; adds, removes and modifies user access as appropriate.*
10. *Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.*
11. *Performs related duties as assigned.*

MINIMUM QUALIFICATIONS:

Knowledge of:

- Campus organization, operations, policies and objectives
- Principals and techniques of information systems development.
- Mainframe and microcomputer systems operations and related software applications
- Research methods and technical documentation writing
- Instructional methods and techniques
- Designated software and systems applications
- Correct English usage, grammar, spelling, punctuation and vocabulary

Skills & Abilities:

- Collect, analyze and interpret data from various sources, establish the accuracy of the information and select a solution from alternatives in accordance with standard methods, guides and procedures
- Compile, organize and present statistical and technical data
- Stay abreast of technological advancements in the information systems industry
- Create, write, and deliver curriculum and training materials
- Develop appropriate software and systems applications documentation
- Interpret software documentation and technical manuals
- Analyze situations accurately and adopt an effective course of action
- Plan, organize and prioritize work
- Meet schedules and time lines
- Understand and follow oral and written directions
- Communicate effectively, both orally and in writing
- Establish and maintain effective working relationships with others

Education and Experience:

Bachelor's Degree with an emphasis in Information Systems, Computer Science or related field. Minimum of two years experience developing technical documentation and testing systems application software. Additional paid work experience, which demonstrates the acquisition and application of the required knowledge, skills, and abilities, may be substituted for the required education on a year-for-year basis.