Title: Computer Education Developer/Trainer
Dept.: Human Resources
Reports to: Staff Development Coordinator
Effective Date: Revised December 2018

Job Description:

General Position Summary:

Develop and conduct training for computer-based resources. Respond to queries from KCLS staff or patrons regarding computer software related issues. Act as a resource for LTA and Public Trainers.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Develops and implements computer software and technology-related training both on-line and in a lab setting. This includes working closely with IT department to ensure that training needs are identified and training is provided for current technologies.
2. Provides support such as phone support, written documentation, tutorials and helpful hints for all KCLS staff on software issues.
3. Interprets technical documentation both orally and in written form to accommodate all learning styles.
4. Develops materials such as handouts, overheads and PowerPoint presentations in support of training programs.
5. Serves as a resource, develops curriculum, and leads in the development of training materials that can be used by the public.
6. Provides report writing for Human Resources Department, as assigned, using J.D. Edwards Report Writer, Crystal Reports, or other report-writing software. Also acts as a resource for Human Resources staff for report writing.
7. Works with teams to develop and facilitate some non-technology training, such as New Employee Orientation.
8. Evaluates and monitors the success of assigned training.
9. Develops and negotiates technology-related training service contracts, as assigned.
10. Assists in identifying courses for individuals and groups within the KCLS.
11. Identifies trainers; coordinates, supports and facilitates computer-related trainers, mentors and LTAs.
12. Facilitates meetings as required for training assignments.
13. Serves as liaison between Training and IT departments to ensure efficient and effective operation of training database.

Secondary Duties:
1. Assists in the installation of software when necessary for training purposes.
2. Creates PowerPoint presentations for Director for use in Board, public and national meetings.
3. Speaks or trains at conferences and other events teaching skills or sharing knowledge.
4. Performs LTA duties for Human Resources and assists in those duties for many departments in the Service Center.
5. Assists in development and monitoring budget for technical training and related administrative substitute budget.
6. Other related duties as assigned.

Core Competencies:

Customer Focus
Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Valuing Diversity
Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

Ethics, Values, and Judgment
Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

Professional & Technical Knowledge
Demonstrates proficiency in professional and technical skills/and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

Communicates Effectively
Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

Interpersonal Savvy
Relates well to all kinds of people at all levels, both internally and externally; builds appropriate relationships; interactions are often purposeful and constructive.

Organizing and Planning
Establishes courses of action for self, can influence others to ensure that work is efficient, appropriately sensitive to real restraints on time and resources. Willing to take a risk.
Approachability
Listens more than they talk; allows appropriate time for interactions; purposely builds rapport, sets positive tone and exhibits confidence by body language and speech. Maintains boundaries.

Teamwork/Collaborating
Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, utilizes and celebrates their own and team member’s strengths and differences.

Vision and Strategic Thinking
Supports, promotes, and ensures alignment with the organization’s vision, mission, and values; holds big picture view while setting priorities, often uses breakthrough strategies to find the way forward.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor’s degree in computer science, education, or equivalent education in teaching and software application skills.
- Minimum one year experience in using related software, teaching in a classroom environment and training support including dealing with customer questions regarding software.
- Experience in and knowledge of adult learning, instructional material design, and effective training delivery methods.
- Or any equivalent combination of education and experience necessary to successfully perform the duties of the job.

SPECIAL REQUIREMENTS

Valid Washington driver’s license.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is changing tasks depending upon the shift and will at times frequently stand and walk and up to constantly sit. Will occasionally reach up or down and frequently reach out. Neck rotation and twisting in waist may be up to occasional. Constantly using hands in conjunction with finger use and up to frequent keyboarding, this handling or keyboarding may be repetitive up to occasionally. Occasionally operating foot controls. The employee will occasionally lift 10 pounds and seldom lift up to 20 lbs. Employee will seldom push/pull carts and wheeled equipment with light force.

WORK ENVIRONMENT

Work is performed in a normal office environment. Substantial overtime is required; incumbent is exposed to the risk of electric shock, constant standing, and extensive PC use. Working in low
light or dark rooms so that students can view screens and having to frequently walk in front of a LCD projector are requirements of this position.

**Advancement Possibilities:**
Assistant Staff Development Coordinator
Staff Development Coordinator

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: ____________________

Director of HR