

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Technical Trainer**

Dept.: **Human Resources**

Reports to: **HR Manager, Learning & Development**

Effective Date: **April 2021**

Job Code Number: **10816**

Grade Number: **17, Non-represented**

FLSA Status: **Exempt**

General Position Summary

The Technical Trainer reports to the Human Resources Manager, Learning & Development, and works as part of a team to provide learning services to the organization. The Technical Trainer independently designs instructional content for internal online and hybrid professional development, teaches live courses, records video and audio tracks, and provides consultation to departments to help transition training needs to successful learning experience implementation. The Technical Trainer manages multiple training projects in different stages of development and helps colleagues develop their own projects by providing feedback, conducting user and quality testing, and supporting a variety of activities.

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.

Course Development

1. Responsible for all aspects of e-learning development, including scoping, analysis, designing, developing, implementing, evaluating, and updating content.
2. Create high quality, technically complex, online learning experiences in collaboration with a variety of stakeholders.
3. Coordinate and facilitate stakeholder activities to ensure timely fulfillment and delivery of content.
4. Publish training courses for upload into an LMS in SCORM format.
5. Write technical documents and training collateral to support training projects.
6. Adhere to team quality standards and technical requirements for building learning experiences.

Training Delivery

1. Research a variety of topics and collaborate with subject matter experts to create the resources necessary to design lesson plans.
2. Facilitate training in several formats including remote and classroom environments.
3. Apply a variety of classroom teaching strategies and techniques to promote student engagement and attain learning outcomes.
4. Support other trainers by producing Zoom events, managing breakout groups, answering live questions, etc.

Supporting Team Projects

1. Participate in continuous feedback loop that supports the work of colleagues developing training content.
2. Act as a secondary trainer or instructional designer to develop small parts of larger projects under the supervision of a colleague or the team manager.
3. Be the voice and face of training courses by appearing in front of the camera while reading from a teleprompter or reading a script in front of a microphone.

Secondary Duties:

1. Serve as an HR representative in designated work groups and committees.
2. Help team members test and conduct quality control on training courses and documentation.
3. Manage courses in the Learning Management System; including creation, enrollment, and running reports on attendance and completion.
4. Help the team's A/V technician shoot video and audio tracks that will be used in training materials. This can include setting a video production, reading scripts from a teleprompter, or acting as part of a role-play activity.

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 Judgement

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.

Drive for Results

Focuses on results and desired outcomes and how best to achieve them; does not confuse effort with results. Gets the job done.

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.

Work Quality

Inspires and strives for excellence in all aspects of work including setting high standards of performance for self and others; ensures that results are complete and accurate; exhibits attention to detail.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, abilities and skills for this position is:

- Bachelor's degree in computer science, graphic design, education, humanities or social sciences fields or equivalent education in teaching and software application skills.
- One to three years' experience implementing a variety of training strategies, including e-learning development, hybrid courses, needs analysis, lesson plans, and meeting and classroom facilitation.
- One to three years' experience developing e-learning solutions with tools such as Articulate Storyline or Adobe Captivate.
- Highly proficient in remote training/web conferencing platforms such as Zoom, Webex, and MS Teams.
- Expert level written and verbal communication skills.
- Advanced knowledge of adult learning theories.
- Advanced knowledge of ADDIE model and project management principles, including quality control.
- Intermediate to advanced skills in PowerPoint and Excel.
- Intermediate knowledge of photographic equipment and photography principles including studio portrait and visual composition.
- Ability to comply with deadlines as set by project stakeholders.

- Ability to multitask and work on several projects at the time while keeping track of progress, challenges, and deadlines.
- Ability to travel to any of the KCLS buildings to complete media production tasks.

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 in most cases occasionally stand and walk and up to constantly sit. Will occasionally reach up or down and frequently reach out. Neck rotation 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 frequently. Up to occasionally operating foot controls. The employee will seldom lift up to 20 lbs. Employee will seldom push/pull carts and wheeled equipment with light force.

WORK ENVIRONMENT

Work is primarily performed indoors in a typical office setting. Occasional evening and early morning meetings may be required. Able to serve on-call. Occasional to extensive travel within the service district is required.

Advancement Possibilities:

Human Resources Manager

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