

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: INFORMATION TECHNOLOGY TRAINER

Reports To: Director Client Support Services

UW Job Code: 3985

UW Job Family: 3C – Instructional/Educational Services

SOC Code: 13-1151

FLSA: Exempt

Pay Grade: 24

Date: 7-1-13

JOB PURPOSE:

Develop courses and provide classroom training related to use of computers and associated software programs. Conduct course offerings based on needs assessments and determine desired skill levels and outcomes.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Analyze need for computer training to accommodate new employees, new assignments for employees, and new programs or changes within company's information technology (IT) system.
- Develop course schedules and write and adapt training materials. Provide product training to clients or customers.
- Develop training courses and materials to be used for workshops and group training and also, as needed, for one-on-one training.
- Create and perform course evaluations. Assess learning performances and maintains records of training given.
- May suggest modifications to application programmers if some features of programs are not user-friendly.
- Keep up to date with system modifications and development of new software programs.
- Responsible for maintaining hardware and software used for training purposes.
- Develop costing models and makes budget recommendations for functional area.

SUPPLEMENTAL FUNCTIONS:

- Perform miscellaneous job-related duties as assigned.
- Participate in performance-related goal setting and achievement to meet personal and organizational goals and objectives.
- Attend and participate in training and other personal professional development activity.

COMPETENCIES:

- Innovation
- Developing Organizational Talent
- Technical/Professional Knowledge
- Formal Presentation Skills
- Service Orientation
- Judgment

MINIMUM QUALIFICATIONS:

Education: **Bachelor's degree in a related field**

Experience: **At least 3 years of experience in adult technical education or training**

Required licensure, certification, registration or other requirements:

- **A certificate in training may be required**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- A wide range of computer software, including word processing and desktop publishing, databases and spreadsheets, accounting programs, PowerPoint®, and use of the Internet.
- Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Advanced principles, methods, and techniques of systems and operations of computer applications in use.
- Continuing adult education systems and distance learning.

Skills and Abilities:

- Visual acuity to observe trainee's performance on the computer.
- Work independently and as a member of the IT team.
- Explain technical material to less technically proficient users.
- Speaking/talking to others to convey information effectively.
- Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Monitor/Assess performance of self and other individuals.
- Critically think, using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

WORKING CONDITIONS:

- Work is normally performed in a typical interior/office work environment.
- No or very limited exposure to physical risk.
- Limited physical effort required.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.