

Class Title: Information Technology Training Coordinator

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Trains and assists city employees on optimum use of their information systems. Maintains, researches, and updates training course curriculum. Answers standard software questions via e-mail, telephone, or personal contact. Updates student registration and records. Maintains the intranet website. Supervises IT Trainers and assigns training duties.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	L	Conducts classroom training by preparing computer lab equipment for student use, logging in and securing terminals, presenting lectures and instructions, and leading practice exercises.
2	S	Responds to software application questions by answering email, telephone, and personal inquiries concerning numerous types of software.
3	S	Maintains current curriculum by studying new products and research, preparing them for classroom use and preparing, editing and approving training materials.
4	S	Updates student registration and records by scheduling classes and requests for enrollment, sending confirmation to students, and producing reports for class roster and attendance.
5	S	Supervises IT Trainers by assigning training schedules, duties and dates, overseeing and coordinating training activities and utilizing IT Training facilities, equipment and/or personnel.
6	S	Performs related duties by producing, editing and updating IT Training intranet web site information.

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CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires broad knowledge in a general profession or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent
Experience	Two years experience as a Trainer.
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read technical manuals.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write technical instructions and training materials.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required.

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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Teaching, making presentations, setting up computers
Sitting	F	Computer, desk work
Walking	F	To/from classroom, distributing manuals
Lifting	R	Manuals, supplies
Carrying	R	Manuals, supplies
Pushing/Pulling	R	Chair, desk drawers
Reaching	R	Manuals, supplies
Handling	F	Manuals, supplies, paperwork
Fine Dexterity	F	Computer keyboard, telephone keypad
Kneeling	N	
Crouching	N	
Crawling	N	
Bending	N	
Twisting	N	
Climbing	N	
Balancing	N	
Vision	C	Computer, desk work, reading
Hearing	C	Staff, supervisor, students, telephone, presentations
Talking	F	Staff, supervisor, students, telephone, presentations
Foot Controls	N	
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, variety of printers, copier, Standard Microsoft Windows and Office software, FrontPage, Publisher, MS Project, Internet/Intranet, Windows Explorer, PeopleSoft, Crystal Reports, Quicken/QuickBooks, a variety of graphics, database products and other standard and non-standard software

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	W
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	X

- (1)
- (2) Classroom

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	N
Other (see 3 below)	N

- (3)