

Technical Training Facilitator I

DEFINITION

Work at this level involves the development and delivery of essential technical training programs for the organization's enterprise applications, products and /or processes.

The primary focus of this classification is the delivery of training for the City's enterprise applications to end users; however, incumbents are involved in training and curriculum design for courses, such as department or role based specific training, that generally include pre-defined knowledge to convey. Incumbents are generally well versed in a small number of applications and have an understanding of the scope of critical course objectives.

TYPICAL DUTIES *

Develop and deliver approved curriculum for technical and non-technical users on use and functionality of enterprise applications and departmental applications as needed.

Evaluate the delivery of training from training evaluations and feedback; make improvements to the training materials and delivery.

Research and follow-up on questions received. Provide support and refer questions to "Ask the Expert" sessions led by the Technical Training Facilitator II.

Create and maintain training documentation; provide input into training material; evaluate current training materials and suggest updates to improve user comprehension.

Under mentorship, may assist the Technical Training Facilitator II in various activities including the development of training plans and strategies.

Utilize recording tools for basic recording functions; document process; make corrections to training processes.

Create and maintain pages for the training website with solutions and documentation.

Create master data for courses; ensures users are properly set-up for training sessions (accesses, ID's, etc); track training program details in database (participant enrolment, progress, feedback, scores and other information); run reports to measure the effectiveness of training programs.

Perform other related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of enterprise applications and/or departmental applications.

Knowledge of adult education principles, learning and development concepts and techniques including eLearning.

Ability to use adult learning techniques, and ensure presentation of information is professional.

Ability to convey technical training to a non-technical audience.

Basic knowledge in developing instructor and participant guides.

Strong written and verbal communication and presentation skills, with the ability to communicate with individuals at all levels of learning.

Proficiency in MS Office Suite (Word, PowerPoint, Excel).

Basic technical support knowledge.

Ability to work independently as well as in a team environment.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

- University graduation from a recognized program in education, such as a Bachelor of Education, Adult Education, or related field. A minimum of 2 years experience working in the field of adult education and/or developing course curriculum. Experience/knowledge of enterprise applications is desirable.

Equivalencies

- Diploma in Adult and Continuing Education or related field. A minimum of 3 years relevant experience. Experience/knowledge of enterprise applications is desirable.
- Certificate in Adult and Continuing Education or related field. A minimum of 4 years relevant experience. Experience/knowledge of enterprise applications is desirable.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

DOCUMENT3

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code				
Grade	022		024	
Originated:	2012			
Last Updated:				
Previous Updates:				