



Job Description

Job Title: Software/Systems Trainer I

JTC: TSA

Salary Range: N04

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for content development, participant materials and conducting classroom training related to administrative software purchased and supported by the district.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Proven experience in designing multiple training events in a training environment. Must be able to plan, organize and execute training processes; deliver and explain the technical complexities of software effectively. Must also be able to measure how well students are absorbing material and adjust presentations accordingly. Ability to leverage technology to solve training issues.

Able to analyze issues and identify possible solutions, based on a sound analysis of available information, within defined policies and operational guidelines. Must have good time management and organizational skills to operate effectively in a fast-paced, ever changing environment. Must be able to present materials effectively and efficiently and at an appropriate level for those being trained.

The ability to develop, maintain, and strengthen partnerships with individuals inside or outside the organization who can provide information, assistance, and support. Ability to exercise independent judgement, exercise discretion and maintain confidentiality, as applicable.

Able to explain difficult technical material clearly and patiently to individuals of varying levels of proficiency. Ability to work with others to produce innovative solutions that meet both organizational and individual training needs.

Must be able to interact and collaborate effectively with diverse cultures and populations, internal and external to the organization, through interpersonal, written and oral communication skills. Must be able to provide effective customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associate's Degree with two (2) years of experience in related field including one (1) year of experience in end user training. Transcripts will be required. Valid driver's license is required with the ability to travel off site. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for performing training needs assessments, designing and delivering classroom and hands-on training and learning materials to end users district-wide. Trains individuals on the use of computer applications or programs such as spreadsheets, desktop publishing programs, or computer network systems software. Maintains high level of knowledge regarding current core administrative software purchased and supported by the District or the specific campus/location. Maintains technical knowledge by participating in professional development activities; reviewing publications, etc. Demonstrates flexibility, adaptability and initiative.

Develops and maintains written training modules/materials related to hardware, microcomputer software adaptations, office system applications, and other mainframe system applications following district policies and guidelines. Develops classroom handouts, instructional materials, aids and manuals. Apply new technologies to deliver and/or improve the learning experience for end user. Instructs users on an individual or group basis.

Communicates complex information clearly to trainees with different levels of skill and knowledge. Work with training teams to build a knowledge base derived from client interactions and assessment. Establish and maintain working relationships with diverse, multicultural individuals within the DCCCD community network to assess training needs and provide support services. Serves as a team member on committees and tasks forces.

Evaluate and make recommendations regarding processes, workflow and content management. Periodically evaluate ongoing programs to ensure that they reflect any changes in best practices/technology. Travels to DCCCD locations to provide training delivery. Facilitate training workshops for team members as needed and assist in training projects as assigned.

Acts ethically and adapts communication style based on audience; listens constructively to issues and concerns focusing on understanding training needs prior to developing action plans.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.