



Job Description

Job Title: Software/System Training Manager

JTC: TCU

Salary Range: N06

FLSA: 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

Implements and coordinates technical training programs for the purpose of enhancing the knowledge and skills of DCCCD's employees. Oversees the day-to-day activities of the software/systems training team responsible for providing training and support to end users related to software/systems purchased and supported by the District.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Must have a strong background in information technology. Previous relevant computing, software or training experience required. Ability to instruct on a range of different software applications used throughout businesses, in addition to being knowledgeable on how the internet works and how to utilize it for training purposes. Ability to assess individual/group training needs and develop/deliver learning activities. Must be able to keep IT skills and knowledge up-to-date through professional development activities

Must be able to use technology such as distance learning or video conferencing. Track record in designing and executing successful training programs. Ability to plan, multitask and manage time effectively. Able to manage multiple projects that are complex in nature and broad in scope. Demonstrated ability to evaluate the effectiveness of learning materials. Knowledge of adult instructional and learning theory and principles.

Ability to build and maintain effective and cooperative working relationships with diverse staff members and colleagues. Commitment to diversity and to serving the needs of a diverse population having a wide range of system and applications literacy. Proven skills to collaborate within and across departments to coordinate training and development activities and resolve problems. Interpersonal skills to maintain professional relationships with internal/external stakeholders and constituents. Demonstrated ability to work effectively individually and in a team environment, modeling integrity and ethical behavior.

Ability to support innovation and organizational changes needed to improve the organization's effectiveness. Strong technical aptitude to understand basic product structure and internal components and product functionality/applications. Knowledge of various training mediums, such as online learning, classroom learning and lectures. Excellent attention to detail, problem solving and critical thinking skills.



Ability to clearly and succinctly convey learning content in a manner that engages learners. Strong ability to give clear direction and sequence information verbally so others can follow and understand. Must have excellent interpersonal, presentation, verbal and written communication skills. Strong commitment to a diverse working environment and to serving the needs of a large and diverse community. Excellent communication, customer service and leadership skills.

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 50 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's Degree with two (2) years of experience in work related field. Valid driver's license required for offsite travel. Transcripts must be provided. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for the development and implementation of training programs for end users related to computer programs, software, and computer network systems supported by the district. Conducts needs assessment and training facilitation via a variety of delivery methods (web-based, classroom and on-demand). Designs and develops course materials, handouts, instructional aids, audio visual materials and similar teaching aids. Develop testing and evaluation procedures. Continuously enhance technical instructional delivery and presentation skills by staying up-to-date on trends and best practices through professional development activities.

Determines training needs by meeting with stakeholders and constituents. Aligns training with the needs of the end user or the organization's strategic goals. Responsible for development of, tracking, and reporting of training metrics for training effectiveness, student engagement, and other relevant data. Develops and maintains written training modules related to hardware and software applications supported by the district. Coordinates training logistics, delivery and travels to various DCCCD locations, as necessary.

Builds and maintains effective working relationships with diverse internal/external stakeholders and constituents within the DCCCD network community in order to provide effective consultation, support, and/or training to end users. Functions as a member of the IT team collaborating with implementation teams, project managers, support and product owners to analyze, develop and document training based on applicable product and/or system.

Creates, develops and oversees training processes and procedures, ensuring compliance with DCCCD policies and guidelines. Responsible for planning, development and implementation of new curriculum, revisions and/or updates to existing applications. Oversees the day-to-day activities of team members providing mentoring, coaching, training, evaluation and development.. Conducts periodic meetings to coordinate the activities of the training team.



Utilizes excellent communication skills when interacting with diverse, multicultural individuals internal/external to the DCCCD network community. Monitors and evaluates the success and effectiveness of training programs and return on investment (ROI) periodically, providing reports as requested. Strong writing skills with excellent attention to detail. Provides exemplary customer service.

Manages assigned budget and supervises approximately two to six full time employees.

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.