

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Computer Education Development Trainer**

Dept.: **Human Resources**

Job Code Number: **10813**

Reports to: **Staff Development Coordinator**

Grade Number: **16, Non-represented**

Effective Date: **January 2003**

FLSA Status: **Exempt**

General Position Summary:

Develop and conduct training for computer based resources. Respond to queries from KCLS staff or patrons regarding computer software related issues. Act as a resource for LTA and Public Trainers.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Develops and implements computer software and technology-related training both on-line and in a lab setting. This includes working closely with IT department to ensure that training needs are identified and training is provided for current technologies.
2. Provides support such as phone support, written documentation, tutorials and helpful hints for all KCLS staff on software issues.
3. Interprets technical documentation both orally and in written form to accommodate all learning styles.
4. Develops materials such as handouts, overheads and PowerPoint presentations in support of training programs.
5. Serves as a resource, develops curriculum, and leads in the development of training materials that can be used by the public.
6. Provides report writing for Human Resources Department, as assigned, using J.D. Edwards Report Writer, Crystal Reports, or other report-writing software. Also acts as a resource for Human Resources staff for report writing.
7. Works with teams to develop and facilitate some non-technology training, such as New Employee Orientation.
8. Evaluates and monitors the success of assigned training.
9. Develops and negotiates technology-related training service contracts, as assigned.
10. Assists in identifying courses for individuals and groups within the KCLS.
11. Identifies trainers; coordinates, supports and facilitates computer-related trainers, mentors and LTAs.
12. Facilitates meetings as required for training assignments.

13. Serves as liaison between Training and IT departments to ensure efficient and effective operation of training database.

Secondary Duties:

1. Assists in the installation of software when necessary for training purposes.
2. Creates PowerPoint presentations for Director for use in Board, public and national meetings.
3. Speaks or trains at conferences and other events teaching skills or sharing knowledge.
4. Performs LTA duties for Human Resources and assists in those duties for many departments in the Service Center.
5. Assists in development and monitoring budget for technical training and related administrative substitute budget.
6. Other related duties as assigned.

Communication:

Contacts are normally made with KCLS employees and customers, vendors, etc. Frequently contacts are made on own initiative, regularly a third party initiates them and occasionally contacts are made at the supervisor's request. The position has a requirement to interact with customers frequently and communications occasionally contain discussions about confidential matters.

Initiative:

The position develops practices and procedures for the department or facility and is responsible for problem solving across the organization. The incumbent frequently develops new programs/services or concepts and the job involves a high degree of complexity. The position operates independently with minimal supervision and it frequently experiences new and varied work situations. Decisions are made within general organizational policy constraints/guidelines.

Accountability:

The position experiences frequent interruptions and maximum flexibility is required. Refined planning and goal setting skills are required and the incumbent plans as part of a group activity. Some strategic planning is required at the facility/department level. Decisions made by this position have broad/far reaching impact across KCLS and the incumbent's work is seldom monitored or checked by the supervisor. Organization resources under the immediate control of the position include all training materials and supplies related to the position. The position maintains training records and tracks technology equipment purchases.

Leadership:

The position is responsible for mentoring as a lead position and as a trainer and it takes a leadership role in modeling and promoting organizational values across the organization and as a representative of the organization.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree in computer science, education, or equivalent education in teaching and software application skills.
- Minimum one year experience in using related software, teaching in a classroom environment and training support including dealing with customer questions regarding software,
- Or any equivalent combination of education and experience necessary to successfully perform the duties of the job.

Necessary Knowledge, Ability and Skills:

- Thorough knowledge of software and programs typically used in an office setting, as well as software specifically related to public libraries and the Internet.
- Extensive knowledge of teaching/training techniques, both classroom and one-on-one, most appropriate to staff and public.
- Considerable knowledge of training program design, presentation and evaluation.
- Working knowledge of math concepts related to budgeting and tracking systems.
- Knowledge of principles, practices and software related to teaching in an online environment.

Ability to:

- Read, speak, write and understand the English language.
- Listen, to understand problems and concerns a particular student may be experiencing in a classroom setting or in an individual training session.
- Determine the effectiveness of various training activities.
- Develop creative approaches to responding to training needs of the overall organization and individuals with it.
- Work as an effective member of a team in the development and implementation of training software activities.
- Effectively communicate at all levels in the organization.
- Manage time effectively, organize training programs and materials, and remain on task despite interruption.
- Work independently with general supervision.

- Communicate effectively with a diverse population.
- Explain complex concepts simply.
- Use principles, practices and software related to teaching in an online environment.

Skill in:

- The use of computer software and hardware.
- Listening to, understanding and interpreting information received from KCLS staff and patrons.
- Clearly and succinctly communicating ideas and thoughts both verbally and in writing.
- Presenting materials and training programs in an interesting and informative manner.
- Designing instructional materials relevant to organization objectives and to students' work responsibilities and work situations.
- Applying the principles of adult education.
- Reading the needs, frustrations and learning abilities of students and modifying training programs as appropriate.
- Group leadership, role-playing and public speaking.
- Evaluating effectiveness of training techniques used.

SPECIAL REQUIREMENTS

Valid Washington driver's license.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit and talk or hear, and to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The position requires continuous repetitive motions of hands/wrists.

WORK ENVIRONMENT

Work is performed in a normal office environment. Substantial overtime is required; incumbent is exposed to the risk of electric shock, constant standing, and extensive PC use. Working in low light or dark rooms so that students can view screens and having to frequently walk in front of a LCD projector are requirements of this position.

Advancement Possibilities:

Assistant Staff Development Coordinator
Staff Development Coordinator

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
HR Manager

Final: 7/31/01
Revised: 1/01/03