100-000U

POSITION DESCRIPTION

AGENCY/DEPT ID
Administrative Services
DAS301625

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Human Resources	Learning & Professional Development	Franklin

POSITION NUMBER 20005962

☒ Reclassification ☐ New Position ☐ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
Technical Trainer

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
SEE TABLE OF ORGANIZATION

☒ Permanent
☐ Temporary
☐ Intermittent

☒ Classified
☐ Unclassified

Overtime: ☒ Eligible __ Exempt
If FLSA Exempt, exemption type:

Bargaining Unit 14
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8 am TO: 5 pm

JOB TITLE Administrative Professional 2 - Trainer

JOB CODE Appd 10.29.13 AC

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
25	Under administrative direction, performs duties related to assigned areas of Office of Learning & Professional Development (OLPD): assists & supports with workflow coordinated by direct supervision; recommends changes to policy & procedures to enhance services to assigned area; provides staff with technical assistance (e.g., researches & implements new technological enhancements to improve & maintain assigned program; communicates & provides information to assist & enable organizational operations & effective service to customers; monitors and responds to OLPD email, phone calls & voicemail; serves as a backup in distribution of OLPD mail.	Knowledge of: (1) agency policy & procedures*; (2) customer service; (3) public relations. Skill in: (4) operation of a personal computer & associated hardware/software; Ability to: (5) deal with problems involving several variables in familiar & unfamiliar context, (6) apply principles to solve everyday problems, (7) interpret variety of instructions in written & oral form, (8) copy materials accurately & recognize grammatical & spelling errors, (9) maintain accurate records, (10) prepare meaningful, concise & accurate reports, (11) gather, collate & classify information about data, people or things, (12) cooperate with co-workers in group projects, (13) handle routine/sensitive telephone & in person inquiries from employees, officials & general public; *developed after employment.

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	[signature]	10-28-13

100-000U

POSITION DESCRIPTION

AGENCY/DEPT ID
Administrative Services
DAS301625

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Human Resources	Learning & Professional Development	Franklin

POSITION NUMBER 20005962

JOB TITLE Administrative Professional 2 - Trainer

JOB CODE 6465 Upd 10.23.13 AD

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
Technical Trainer	SEE TABLE OF ORGANIZATION

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8 am TO: 5 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
75	Works under direction to develop & present training programs in multiple formats (e.g. in-person, online, video-conference, etc.) on various topics as assigned for the Office of Learning & Professional Development (OLPD); prepares instructional location & updates curriculum &/or instructional materials (e.g. arranges &/or confirms logistical & physical arrangements as required to achieve efficient training attendance & delivery; sets up audio-visual & other training aids; prints, copies, collates, designs & assembles instructor & participant materials, evaluations, etc.) to meet training needs of state employees; provides excellent customer service; works under direction of management to develop, plan & improve assigned training; manages assigned training delivery, measurement & follow-up as necessary; works with internal & external teams to develop outreach strategies & training opportunities for state employees; ensures all training activities & material meet with relevant organizational & state policies & procedures; liaises with other training team members & other functional/departmental managers to provide training assistance when necessary.	Knowledge of: 1*, 2, 3, (14) training techniques Skill in: 4; (15) operation of audio visual & training equipment & presentation software (e.g., projector, laptop computer)*; Ability to: 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, (16) Analyze & communicate concepts in assigned areas of training. *developed after employment.

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	[signature]	10-23-13