CLASS TITLE: IT TRAINING AND EMPLOYEE DEVELOPMENT COORDINATOR

PURPOSE OF THE CLASSIFICATION: Under administrative direction is responsible for developing, coordinating and participating in training and development, including conducting needs analyses, establishing training requirements, developing training resources and evaluating training programs to ensure training programs and activities consistently meet standards specified by accreditation entities, information technology standards, City policies, applicable agreements and performs other related assigned duties.

ESSENTIAL TASKS:
- Identifies and prioritizes needs analysis and develop learning methodologies including classroom, e-learning, blended learning, action/experiential learning, coaching, and self-study
- Directs efforts of all IT training personnel
- Develops additional research instruments, questionnaires or surveys to provide the methodology to collect information to determine training needs and trends
- Evaluates courses, instructors, materials, delivery and content organization to determine if course objectives met
- Serves as liaison to external information technology agency trainers, administrators and executive officers to develop cohesive working relationships and facilitate information sharing
- Recruits, assigns and schedules instructors for training programs and mentors new instructors to develop an ongoing resource pool of skilled instructors
- Selects or determines appropriate learning resources, training programs and delivery methods and techniques to meet identified needs of individuals and groups
- Initiates, forms and leads employee teams, committees, work groups or subject matter experts in all phases of training program development
- Develops and constructs training manuals, materials, and aids ensuring that the material accomplishes the stated learning/organizational objectives
- Follow processes and procedures for quality assurance and technical accuracy of training material content
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:
Training and Experience: Graduation from an accredited college or university with a bachelor's degree in information technology, business or public administration, education or a closely related field; and four (4) years as a qualified and recognized training or development professional; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the requirements to implement a quality training program; good knowledge of course design, lesson plan development and technical writing techniques; and good knowledge of work methods involved in the operation of an Information Technology Department. Ability to design, develop, conduct and facilitate training workshops; ability to perform office and administrative tasks necessary to conduct training programs and maintain accurate training records; ability to perform research and analysis regarding employee training program effectiveness; ability to organize, develop and present effective video and audio-visual training programs; ability to present ideas clearly and concisely both verbally and in writing; and the ability to utilize the highest level of interpersonal skill in order to develop and motivate people at any level within or outside the organization. Applicant must possess skill in audio-visual equipment operation.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting, carrying, pushing and pulling up to 20 pounds; occasional lifting and carrying in excess of 20 pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling,

crawling, handling, climbing and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License; and possession of Certification as a training or development professional preferred.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; and may require some travel to various City locations to conduct training sessions.

Class Code: 1181
EEO Code: E -01
Pay Code: IS-40

Group: Engineering, Planning and Technical
Series: Communications Operations and Maintenance

Effective Date: October 16, 2017