Technical Training Facilitator II

DEFINITION

Work at this level involves the development, delivery, implementation and evaluation of advanced technical training programs for the organization's enterprise applications, products and /or processes, including sourcing training needs and the development of training plans and strategies.

Training and curriculum design use more advanced training strategies and techniques, generally have no prior curriculum in place, are delivered to advanced or senior level users and involve multiple applications. The Technical Training Facilitator II develops and implements methods for evaluation of program effectiveness to ensure that the users of the City's core applications have the training necessary to enable them to utilize applications to the fullest potential, to improve their business processes, and service delivery with consistency.

TYPICAL DUTIES *

Develop, deliver, implement and evaluate training programs, enabling optimal use of the organization's information systems and applications.

Determine training requirements based on technical or operational changes; facilitate workshops and needs analysis to determine training requirements and strategies.

Develop and deliver training/workshops/ask the expert sessions on advanced functions of enterprise applications to advanced or senior level users (Managers, Branch Managers, Departmental Super Users, Champions, and SMEs).

Contribute to client management and maintaining relationships with clients (end users, up to Program Managers, Customer Service Managers and Team Lead levels).

Responsible for development of Training Plans (when, how, who to train, sequence of courses) and Training Strategies (web/classroom based, who involved, requirements/capabilities of users).

Provide training perspectives for projects; needs analysis, create training plans and strategies for significant technology changes/upgrades, ensure execution of development, and delivery; train subordinate trainers to enable them to deliver training.

Mentor less experienced team members and assign related duties.

Assist clients (Senior Technical and Senior Business Staff) with remote recording of information and use of applications to document business processes; develop knowledge management programs for clients.

Act as the administrator of training tools systems; utilize advanced administrative uses of the systems; ensure the training website is up-to-date with solutions and documentation.

Develop teaching materials for a variety of audiences including instructor and participant guides; trainee reference material, audio-visual and multi-media materials, job aids and tests; standards for training developments.

Consult with external contacts such as educational institutes or other government agencies to gather

information or research other methods of course delivery.

Perform other related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

Broad knowledge of the organization's enterprise applications and departmental applications, including an understanding of points of integration with other applications.

Advanced knowledge of adult education principles, learning and development concepts and techniques including eLearning.

Ability to convey technical training to a broad audience; from non-technical to advanced users.

Advanced curriculum design and technical writing skills.

Strong written and verbal communication and presentation skills, with the ability to communicate with individuals at all levels of learning, including the ability to effectively consult with clients.

Strong organizational skills with the ability to multi-task, manage time effectively, and handle tight deadlines.

Advanced technical support knowledge.

Ability to provide mentorship and general direction to less experienced trainers.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level
- Degree in Adult Education, Technology, Business or related field. A minimum of 4 years of training experience delivering and designing knowledge management programs. Specialized knowledge of several enterprise applications is required.

Equivalencies
- Related diploma and 5 years related experience including specialized knowledge of several enterprise applications.
- Related certificate and 7 years related experience including specialized knowledge of several enterprise applications.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

Salary Plan	21M	21A	21B	21C
Job Code				
Grade	044		044	

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