

**CITY OF COCONUT CREEK
JOB DESCRIPTION**

JOB TITLE: Information Technology Training Specialist
DEPARTMENT: Information Technology
FLSA STATUS: Exempt

GENERAL PURPOSE:

Performs senior and / or lead-level technical and professional work in the Information Technology (IT) department. Recommends and provides and/or coordinates technical training for computer programs and applications used by City employees. Supports security efforts related to policy and procedure awareness, documentation, sensitive information and access. Work is performed under minimal supervision with considerable latitude in the use of initiative and independent judgment. Position exercises some judgment in accordance with well-defined policies, procedures, and techniques.

EXAMPLES OF ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Researches, recommends, develops, conducts and/or coordinates training classes for current software applications, new software implementation, and/or technological advancements
- Evaluates and documents software and technology processes for training enhancement and security compliance
- Provides annual security awareness training for all city employees and IT systems orientation training for new employees
- Maintains proper documentation for security compliance with external agencies
- Conducts needs assessments and pre- and post-instruction assessments
- Produces e-learning programs to supplement city wide computer process classroom training
- Provides hardware, software, network, and phone system service desk support
- Evaluates new software and technology process for end user performance ability
- Upgrades and maintains network infrastructure
- Performs other duties as assigned and/or required

MINIMUM QUALIFICATIONS:

Bachelor's degree in computer science or related discipline; supplemented by seven (7) years' experience working with computer related training and three (3) years' experience working with computer security; an equivalent combination of education, certification, training, and/or experience may be considered.

Microsoft Certified Trainer (MCT) or Certified Technical Trainer (CTT+) preferred

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KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of instructional design, adult instructional and learning practices, and competency assessment
- Skill in Microsoft Office products (Word, Outlook, Excel, PowerPoint, Visio, and Project)
- Skill in providing good customer service
- Ability to multi-task while working with tight deadlines and shifting priorities
- Ability to learn new technology quickly and stay up-to-date on emerging technology
- Ability to read and understand software documentation and present technical concepts and procedures
- Ability to analyze and define problems, identify alternative solutions, estimate consequences of proposed actions, and implement recommendations in support of goals
- Ability to use critical thinking skills to arrive at solutions and suggest improvements to processes
- Ability to train City employees in security procedures and best practices
- Ability to coordinate implementation of security solutions as dictated by a rapidly changing business environment
- Ability to identify risks and eliminate them before they become problematic
- Ability to clearly communicate and understand information in English, both orally and in writing
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to regularly attend work and arrive punctually for designated work schedule

PHYSICAL REQUIREMENTS:

Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). Usually involves some climbing, balancing, stooping, kneeling, crouching, crawling, walking or standing. Tasks may involve extended periods of time at a keyboard or work station and extended periods of time standing and/or walking.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed inside and/or outside with potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature, and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.

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SENSORY REQUIREMENTS:

Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors.

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

The City of Coconut Creek is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, The City provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

Job Title

Name (print)

Employee Signature

Date

Supervisor's Name (print)

Supervisor's Signature

Date