

## Job Description

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Job Title: Technical Trainer

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Status: Non-Exempt

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Reports to: General Manager of Administration

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Summary: The Technical Trainer's is to maintain and deliver training programs for business systems. Responsibilities include: assessment of training needs, review and development of training materials, coordination of training classes and communication of education opportunities.

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- Works with Software providers to learn the system(s) and process (es) requiring training.
- Performs needs assessments in a collaborative effort with General Manager of Administration, Executive Team and Managers.
- Coordinates with Management Team and Users to ensure training contents meet knowledge needs and gaps.
- Utilizes best content resources to meet need and respect copyright and content ownership rights.
- Designs training specification and objectives and develop internal training programs associated with business systems.
- Delivers internal training modules ensuring a match with subject matter and training objectives, including the use of training tools, learning software and appropriate learning principles.
- Develops training evaluations and assessments; track and produces reports and metrics associated with business systems training activities.
- Ensures that internally all Business Systems training modules are documented and up to date per training guidelines and stored in the designated share environment.
- Assist in updating Business Systems training documentation and files, conducting audits of Business Systems training records and training internet site.

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### Education/Skill Requirements:

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- Bachelors Degree in Business, Education, or similar discipline or equivalent education and experience.
  - Three - Five Years Experience: Corporate Level Training
  - Microsoft Office Products
  - On-line Training Product(s)
  - Project Management Background
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