

CLASS TITLE:

**STATEWIDE INFORMATION
TECHNOLOGY TRAINING MANAGER**

Class Code: 02796510

Pay Grade: 35

EO: C

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To be responsible for the coordination, administration and quality control of a statewide employee information technology training program; to develop, schedule and conduct technical training classes designed for all employees engaged in information technology activities to ensure their skill currency and understanding of new technologies that may impact the state's information technology architecture and standards; and to do related work as required.

SUPERVISION RECEIVED: Works under the general direction of a superior with wide latitude for the use of independent judgement; work is reviewed upon completion for conformance to proper training standards and established policies.

SUPERVISION EXERCISED: Supervises and reviews the work of trainers and /or training contractors engaged in provide employee training.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To be responsible for the coordination, administration and quality control of a statewide employee information technology training program.

To develop, schedule and conduct technical training classes designed for all employees engaged in information technology activities to ensure their skill currency and understanding of new technologies that may impact the state's information technology architecture and standards.

To develop, implement and support customized information technology training programs in order to educate end user personnel on both new and existing technologies.

To analyze the Division of Information Technology's statewide service desk operation and address necessary training issues in order to enhance the effectiveness of services delivered.

To provide one-on-one training and technical assistance over the phone, the internet or in person, as needed.

To review and analyze the state's information technology project portfolio and review project plans in order to insure that necessary training capabilities or proper plans to develop such capabilities support new business processes and technologies.

To monitor and evaluate the training delivered to employees in order to assess the effectiveness of training programs and its career enhancement benefits.

To research, evaluate, and recommend new training solutions, as well as, design and produce training tools that support agency technology directions.

To procure and manage contracted training services and review the outcome of services delivered as a result of employee feedback.

To participate in various large scale information technology projects and lead the training portion required by individual projects.

To work closely with the various other service areas within the Division of Information Technology in coordinating the employee training program.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge and understanding of the objectives and accomplishments of an information technology training program, and its role in information technology administration; a thorough knowledge of the methods, practices and procedures necessary to assess and deliver an effective employee information technology training program based upon the state architecture and technologies; a thorough knowledge of state government in the areas of business processes, management systems and culture; a thorough knowledge of MS Windows desktop operating systems, Microsoft Office Suite, and other related operating systems; a thorough knowledge of adult learning techniques subject matter, methods, procedures, tools, aids, etc.; the ability to provide leadership and quality control to conduct surveys of training needs, to analyze them and to develop programs to meet these needs; the ability to prepare or to direct the preparation of handbooks, manuals and lesson plans and to develop visual aids and other instructional material to meet training needs; the ability to plan, organize, coordinate and direct the work of technicians and clerical assistants; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing with a degree in education and/or computer science or a closely related field; and

Experience: Such as may have been gained through: a minimum of five years employment in a management position responsible for providing training in a wide variety of software applications.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: March 19, 2006