

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

TECHNOLOGY TRAINING COORDINATOR

Department: Information Technology
Pay Grade: 112
FLSA Status: Exempt
Job Class: 6072
Risk Code: 8840

JOB SUMMARY

Responsible for the creating a training program and implementing it as it relates to the County's technology.

ESSENTIAL JOB FUNCTIONS

- Oversees the Technology Training Program for the County.
- Partners with County departments to create a network of trainers and establishes a curriculum of continuing education.
- Coordinates with HR the training of new employees on the County's technology.
- Analyzes employee demographics and research potential resources to design lesson plans, develops curriculum, assesses learning types and determines specific teaching methods utilized in training delivery.
- Develops and delivers mandatory compliance training, education and development of policies and procedures based on state and federal mandates and regulations.
- Identifies training needs, trouble shoots problems, and develops appropriate curriculum.
- Reviews training and development publications and materials to keep abreast of new and innovative techniques and training programs.
- Prepares training materials, coordinates printing of training materials.
Will use MS Word, MS PowerPoint, MS Excel in the presentation of training booklets, pamphlets and other forms of instructional methods.
- Develops and delivers employee orientation and training programs as related to IT.
- Keeps records of training classes, certifications and re-certifications on all employees as related to IT.

- Coordinates and facilitates all technology certifications and re-certifications.
- Assures that each trainee is being trained according to the phased training program.
- May be required to work outside normal business hours, participate in an on-call rotation, have the ability to perform work remotely, respond to emergencies on a 24/7 basis, and carry a mobile phone.
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position has no supervisory responsibilities.

QUALIFICATIONS

Education and Experience:

Associates Degree in education, business, or related field; and three (3) years' experience in IT, business, or education; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Must successfully pass a Criminal Justice Information Services (CJIS) background check and maintain a current CJIS Level 4 Security Awareness Certification. These requirements exist at the time of hire and as a condition of continued employment.

Will be required to obtain a process change management certification within the first year of employment.

This position may also be required to obtain certifications in business productivity tools such as Microsoft Office.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, customers, and the general public.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions and diagrams.
- Ability to deal with a variety of abstract and concrete variables.
- Ability to function independently and in group settings as an expert in matters of specialized policy, analyses, or complex technical systems.
- Knowledge of Windows Server operating systems, hardware, networking, system administration including Active Directory, and access permissions.
- Knowledge of SAN management and server virtualization.
- Ability to install and configure computer systems, install applications, and diagnose hardware and software problems as needed.
- Ability to communicate clearly and effectively in both verbal and written form.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to stand, stoop, kneel, crouch, or crawl, and lift up to twenty-five pounds; and will regularly be required to walk, sit, reach with hands and arms, climb or balance, and frequently use hands to finger, handle or feel, and talk or hear. Special vision requirement is close vision.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.