POSITION PURPOSE

Develop, implement, and deliver instructor-led Information Technology training programs for enterprise systems, software and environments. Consult with Computing & Information Technology leadership to provide accurate, relevant and effective training to both technical and non-technical audiences. Conduct Information Technology training needs assessments. Manage credential issuance through integrated testing and evaluation. Partner with subject matter experts in development of instructional materials. Reports to Sr. Director, Enterprise Applications.

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<tr>
<th>Essential Job Functions</th>
<th>% Time</th>
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<tr>
<td>Develop, implement and deliver instructor-led Information Technology training in classroom settings for enterprise systems, software and environments. Consult with Computing &amp; Information Technology leadership to provide accurate, relevant and effective training to both technical and non-technical audiences.</td>
<td>40%</td>
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<tr>
<td>Partner with subject matter experts to develop and maintain technical training materials (course outlines, agendas, exercises, background material, tests, evaluations, training aids, etc.). Prepare training materials and agenda for classroom training sessions. Assist in design of computer-based and multimedia training aids. Ensure quality and consistency of courses through continuous improvement, incorporating training participant feedback.</td>
<td>25%</td>
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<td>Assess organizational software training needs and certification requirements.</td>
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<td>Evaluate participant learning outcomes. Manage training credential issuance through integrated testing and evaluation.</td>
<td>10%</td>
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<td>Oversee Information Technology training programs in accordance with business needs and regulatory requirements. Maintain a high level of technical knowledge and expertise in Information Technology systems, software and environments. May mentor other instructors in the subject matter, content, and course delivery techniques for assigned technical training. Continuously enhance instructional materials and presentation skills.</td>
<td>10%</td>
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<td>Perform other related duties as assigned.</td>
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MINIMUM QUALIFICATIONS

Education  Bachelor's degree
Graduation from an accredited college or university with a Bachelor’s degree in Computer Science, Information Technology or a directly related field. Candidates with an equivalent combination of education and experience may be considered.

Experience  Specialist (minimum 5 years of job-related experience)
Five or more years of experience designing and delivering hands on information technology training.
Preferred:
- Experience providing Information Technology training in large, complex organizations.
- Experience providing Information Technology training to both technical and non-technical audiences.
- Experience providing technical support services.

Knowledge, Skills & Abilities
- Excellent verbal and written communication skills, as well as excellent classroom presentation skills.
- Ability to learn new software quickly.
- Proficiency with Microsoft productivity suite.
- Knowledge of or willingness to learn applications used at Wayne State University including, but not limited to: Cherwell, Cognos, PowerBI, Banner, Engage, Echo 360 (lecture capture), Canvas, Academica, TravelWayne, WayneBuy, ProCard, WaynePM and/or similar or related applications.

WORKING CONDITIONS

ADDITIONAL COMMENTS

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