



**WAYNE STATE  
UNIVERSITY**

		<b>ISSUED: 1/16/2020</b>
<b>TITLE: : IT Training Specialist</b>	<b>SALARY TABLE: IP</b>	<b>CLASS CODE: PE381</b>
<b>UNION: P&amp; A Union, local 1979</b>	<b>SALARY GRADE: 12</b>	<b>EEO CODE: 50</b>
<b>JOB GROUPING:</b>	<b>FLSA: Exempt</b>	<b>EMPLOYEE CLASS: PE</b>

**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.

<b>Essential Job Functions</b>	<b>% Time</b>
Develop, implement and deliver instructor-led Information Technology training in classroom settings 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.	40%
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.	25%
Assess organizational software training needs and certification requirements.	10%
Evaluate participant learning outcomes. Manage training credential issuance through integrated testing and evaluation.	10%
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.	10%
Perform other related duties as assigned.	5%

THIS DESCRIPTION IS INTENDED TO INDICATE THE KINDS OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF SIMILAR KIND OR LEVEL OF DIFFICULTY.

## **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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