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| **CAREER FAMILY:** Information Technology  | **CAREER SERIES:** IT Technical Trainer | **CAREER LEVEL:** Intermediate |
| **CLASSIFICATION TITLE:** Technical Trainer | **JOB CLASSIFICATION CODE:** | **FLSA:** | **EEO CODE:** | **CAREER SERVICE STATUS:** |
| **CLASSIFICATION SUMMARY:** The Technical Trainer develops and conducts Information Technology (IT) training programs for King County management and staff; plans assigned workshops using established learning techniques; researches available training sources for appropriate content and method information; facilitates the development of standardized operational training policy, governance, and practice; and evaluates, defines, and leads King County Information Technology’s overall training needs and effectiveness. |
| **DUTIES:** * Research and deliver training sessions, technical writings, technical training manuals, and instructor materials for commonly used IT applications and platforms.
* Conduct a technical training needs assessment by collecting information related to assigned projects, procedures, work flow, and reports; understand business-specific functions and tasks.
* Research, develop, plan, organize, deliver, and evaluate new and/or undocumented technical training workshops for end-users.
* Author technical training materials using a multi-media content creator; act as a multi-media content creator subject matter expert.
* Develop Memorandum of Agreements (MOA) outlining scope and deliverables.
* Own the development and implementation of IT training materials and processes relating to applications and platforms.
* Develop customer and technical training surveys and follow-up procedures; pivot approached based on survey results.
* Participate in the technical training project in-take process and resource allocation.
* Administer incoming technical training inquires, escalating as needed.
* Oversee training calendars.
* Perform other duties as assigned.
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| **REQUIRED EDUCATION:**Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position |
| **REQUIRED LICENSES/CERTIFICATIONS:** Some licenses, certifications, and other requirements determined to be necessary to meet the business needs of the employing unit may be required |
| **CLASSIFICATION HISTORY:**MM/YYYY - Created |