CLASS TITLE: IT TRAINING SPECIALIST I

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for facilitating and integrating training and developments processes in the Information Technology (IT) Department, including assisting with training requirements, training scheduling, development and presentation of curriculum, and providing support for orientation; and other training related duties and performs other related assigned duties.

ESSENTIAL TASKS:
- Creates and updates IT training documents and instructions, including designs, templates, graphics, layouts, and visual effects for instructional materials, using City branding guidelines and specifications, for internal customers, including technical coursework and software curriculum
- Schedules, moderates, and assists with training presented by the IT Training Coordinator and other IT related presenters and follows up with attendees, as needed
- Provides support to the IT Training Coordinator by researching data for projects, such as training safety goals, disaster recovery support, and daily requests for training
- Coordinates the IT departments safety programs and yearly audit
- Registers trainings in applicable software, serves as registrars for the IT department, coordinates schedules, determines class availability, and makes modifications to training documents to fit the available technology, and schedules training rooms
- Presents at new hire orientation when the IT Training Coordinator is unavailable and arranges for continued onboarding training, including instructions and curriculum, for new City employees, interns, and contractors
- Participates in teams, work groups and committees to discuss training objectives for all City departments
- Organizes and maintains training related files and documents in organizational programs
- Provides administrative support for the IT Training Coordinator
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Completion of sixty (60) hours from an accredited college or university and three (3) years' experience in a field relevant to the essential tasks listed in this job description including one (1) year of experience securely handling confidential and technically complex information; or an equivalent combination of training and experience per Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of Microsoft based programs; good knowledge of information technology and customer service best practices; good knowledge of learning curriculum and best practice management for training and development; good knowledge of public speaking and classroom management. Considerable ability to gather information necessary for the creation of verbal and written coursework and instruction at a high level; ability to actively listen and follow instruction, both in writing and verbally. High skill regarding time management; high skill in communication; high skill in organization, reliability, and dedication to the successful training of others.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard, ten-key and telephone; occasional lifting and carrying up to 20 pounds; occasional pushing and pulling up to 10 pounds; may be subject to walking, standing, sitting, reaching, fingering, talking, bending, repetitive motions, and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; and may require some travel to various City locations.

Class Code: 3582
EEO Code: N-02
Pay Code: IT-28

Group: Clerical and Administrative
Series: Data Processing and Information Services

Effective date: March 2, 2022