CLASS TITLE: UTILITIES SYSTEMS LEARNING AND DEVELOPMENT COORDINATOR

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for design, development, delivery and administration of training programs related to technical processes/procedures involving the Utility Information System and related systems and performs other related assigned duties.

ESSENTIAL TASKS:
- Investigates, monitors and recommends solutions to applications/system problems
- Instructs and oversees Customer Account Representatives during training and probationary period
- Reviews requested process changes, determines design and integrity impact and develops detailed specifications for project implementation
- Ensures accurate application/system documentation and provides training and educational tools
- Trains management and users on systems and valid use of information for reports and planning
- Develops RFP's/specifications for new systems/modules and evaluates vendor responses
- Designs, develops and maintains online library for Utilities Services' policies and procedures
- Develops BRE specifications to facilitate use of applications/systems
- Coordinates section's Customer Account Representative progression program
- Conducts required safety training for section's personnel
- Assists in the development and implementation of training policies and procedures for Utilities Service
- Interviews and surveys personnel, conducts and analyzes training needs assessments in an effort to plan training programs for Utilities Services' staff
- Conducts technical training to meet the needs of multiple departmental sections
- Designs and develops surveys, questionnaires and needs-assessment studies to identify training development and prepares proposals for Utilities Services new training projects
- Creates material (audio, printed, graphics) used by internal or external trainers to conduct training sessions

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

QUALIFICATIONS:
Training and Experience: Graduation from an accredited college or university with an bachelor's degree in computer science, communication, business, education or social services and three (3) years of experience in computer and systems' training, documentation and administration; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the function and operation of a call center; considerable understanding of methods, techniques and technical terminology used in systems analysis and design; considerable knowledge of the modern principles and practices of employee development and training methods; considerable understanding of the operation and use of data processing/communications and related equipment. Ability to design, develop, conduct and facilitate training workshops; ability to gather, assimilate and analyze information; ability to perform research and statistical analysis on training programs effectiveness; ability to work independently, investigate, comprehend and analyze system's technical processes/procedures; ability to analyze complex concepts/ideas and present clearly and concisely verbally and in writing; ability to work with all levels of personnel in diverse job functions; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional carrying up to 5 pounds; may be subject to sitting for extended periods of time, walking, standing, sitting, reaching, bending, kneeling, handling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and may require irregular work hours.

Class Code 3510
EEO Code: N-02
Pay Code: AT-36

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

Effective date: September 19, 2007