BC HOUSING

JOB DESCRIPTION

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1.Position No. 32050	2. Descriptive Working Title Technical Training Specialist		3. Present Classification AO4
4. Branch Corporate Services	5. Department Information Management & Technology	6. Work Location Hybrid – Site Central	Date March 2022
7. Position No. of Supervisor 81537	8. Descriptive Work Title of Supervisor Manager, Technology Programs		9. Classification of Supervisor Excluded Mgmt
10. Job Summary:			

Reporting to the Manager, Technology Programs, the Technical Training Specialist is responsible for assessing IT training requirements for the organization and non-profit partners. He/she/they develops course curriculum and training materials and delivers all methods of technical training. The position also works closely with IT project teams to define and deliver training requirements, to facilitate delivery of new and updated systems.

11. Duties:

1. Develops, recommends and maintains the Technical Training program for the organization and non-profit partners. Works closely with all key stakeholders to determine training requirements and liaises with the HR Branch to ensure all activities for internal training are coordinated for implementation of new systems, refresher training, and enhancing the employee on-boarding process.

2. Creates course curriculums, in-class/online training materials and end-user supporting documentation.

3. Coordinates and tracks internal technical training for IT staff to support changes in technology and personal growth. Identifies third party training providers and manages relationships with these providers.

4. Facilitates and delivers in-class sessions, and coordinates either internal IT training resources, external contractors or CTT+ certified trainers to deliver systems training, ensuring all employees receive the necessary systems training to complete core job functions.

5. Researches and identifies new trends and best practices in online corporate learning and recommends appropriate processes to integrate in the IT training framework.

6. Coordinates planning, scheduling and logistics for systems training and development initiatives; tracks related expenditures, follows-up with surveys to determine success and summarizes in a report. Oversees enrollment and attendance records for systems training events.

7. Maintains a positive working relationship with other departments, branches and external stakeholders, including representing the department on committees as required.

8. Provides assistance with general department administrative tasks, as assigned.

Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

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32050	Technical Training Specialist	AO4

4. Education, Training and Experience

Post-secondary diploma in commerce, business administration, computer technology or other relevant field.

CTT or equivalent training certificate.

Considerable experience in a corporate environment involving the design of IT related training programs utilizing a variety of delivery methods including web-based technology, in-person, and on-the-job training.

Considerable experience in as a technical trainer providing technical instruction to employees at all levels of an organization.

Or an equivalent combination of education, training and experience acceptable to the employer.

5. Knowledge, Skills and Abilities

Core Competencies:
- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Considerable knowledge of information technologies and their application with the organization.

Advanced computer skills with Microsoft Office products including SharePoint, Teams, One Drive, Word, Excel, PowerPoint and Outlook.

Intermediate computer skills with corporate applications such as JD Edwards, Siebel, Enterprise Content Management, Service Desk.

Effective conflict resolution, consensus building and interpersonal skills.

Excellent verbal and written communication, organizational, analytical, problem solving, time management and expediting skills.

Ability to learn and understand the department's policies, programs, projects and operating requirements.

Ability to effectively manage the provision of administrative and technical support services in supporting the accomplishment of departmental objectives.

Ability to develop training programs including development of course curriculum and materials; and coordinate training sessions, either online or classroom.

Ability to deliver training classes using CTT+ or equivalent approach.

Ability to manage multiple issues and projects, co-ordinate work with others, keep senior IT management apprised of major issues and adapt to changing priorities.

Ability to foster strong working relationships with internal and external stakeholders to accomplish objectives.

Well versed in Information Technology, especially with technical jargon.

6. Occupational Certification