IT/SOFTWARE TRAINER (BOCES)

DISTINGUISHING FEATURES OF THE CLASS: This position has responsibility for designing, developing, and conducting in-person and virtual training sessions utilizing different delivery methods for the technology systems and software utilized by school districts that are supported by the South Central Regional Information Center (SCRIC). The work has responsibility for responding to requests for the SCRIC, and for explaining complex information to non-technical audiences. The incumbent must remain current on the technology systems and software used by the various school districts and the SCRIC. Work is performed under the general supervision of management with leeway allowed for the use of independent judgment in carrying out the duties and responsibilities of the position. Supervision over the work of others is not a responsibility of employees in this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

Designs, develops and delivers training sessions and programs for SCRIC supported technology systems and software used by school districts;

Plans and prepares training materials, schedules training sessions, and sends out training notifications;

Assists in the development of written and visual materials to support the training needs of technology systems and/or software;

Maintains records of training sessions and program activities, records customer inquiries, documents solutions, and monitors status of resolution;

Assesses individual and group training needs and conducts needs assessments to identify and evaluate training session and program needs;

Attends meetings to identify needs for training session offerings;

Discusses training sessions and programs with customers to ensure needs are met;

Assists with identifying features, technology systems, and software that are not being utilized and develops an implementation plan accordingly;

Maintains technology systems, software skills, and knowledge up to date;

Refers complex requests and questions to the appropriate teams;

Consults with SCRIC teams to inform them of training sessions and program planning;

Identifies issues and situations that require the attention of management and notifies immediate supervisor;
Communicates solution in both oral and written form to customers and other departments;
Works with school districts and the SCRIC teams to implement security for SCRIC supported technology systems and software using best practices to ensure data security and privacy.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of modern training techniques and tools;
Good knowledge of technology systems and software used by customers;
Ability to understand the customer and their needs;
Ability to effectively conduct training sessions and programs;
Ability to explain technical issues to non-technical audiences;
Ability to convey information professionally;
Ability to communicate effectively with both users and technical personnel;
Ability to communicate effectively both orally and in writing;
Ability to create visually appealing and easily consumable materials;
Ability to establish and maintain effective working relationships;
Ability to perform multiple tasks simultaneously;
Strong organizational skills;
Strong customer service skills; Analytical thinking, Detail orientated, Patience, Tact, Problem solver.

MINIMUM QUALIFICATIONS:

A) Possession of a Bachelor's degree or higher and one (1) year of experience in customer service, training, instructional technology, education, or communications; OR

B) Possession of an Associate's degree and three (3) years of experience in customer service, training, instructional technology, education of communications; OR

C) Graduation from high school or possession of an equivalency diploma and five (5) years of experience in customer service,

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training, instructional technology, education, or
communications; OR

D) An equivalent combination of training and experience as
defined by the limits of A, B), and C) above.

SUBSTITUTIONS:
1) One year of experience stated above may be substituted for a
current Broome-Tioga BOCES employee with successful completion
of thirty (30) hours of recent (within the last twelve months)
approved subject matter related to SCRIC Academy coursework.
2)An additional year of experience stated above may be
substituted for ongoing development opportunities to assist with
applying the SCRIC Academy coursework

SPECIAL REQUIREMENT: Depending on the job location and/or
department, possession of a valid driver's license to operate a
motor vehicle in the State of New York may be required at time
of appointment.

Special Note: Because of the radical evolution of technology in
this field, qualifying experience must have been gained within
the last five (5) years.

SPECIAL REQUIREMENT: Per regulations of the Commission of
Education, to be employed in a position designated by a school
district or BOCES as involving direct contact with students. A
clearance for employment from the New York State Department of
Education is required.

NOTE: Your degree must have been awarded by a regional,
national, or specialized agency recognized as an accrediting
agency by the U.S. Department of Education/U.S. Secretary of
education. If your degree was awarded by an educational
institution outside of the United States and its territories,
you must provide independent verification of equivalency. A list
of acceptable companies who provide this service can be found on
the internet at http://www/cs/ny/gov/jobseeker/degrees.cfm. You
must pay the required evaluation fee.

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