Job Title: Information Systems Training Manager

BCAT Code: 09OX16      Effective Date: April 1, 2007
Pay Grade: G21      FLSA Status: Exempt      Revision Date: July 1, 2013

General Description
Manages the organization and conduct of complex training and educational programs for information systems users. Supervises lower skilled Information System Training Specialists.

Examples of Duties
- Manages the design, testing, and implementation of the training curriculum and program for information system users.
- Maintains and stores user progress and program effectiveness records.
- Analyzes users information system needs and implements solutions.
- Oversees the writing, editing, and publishing of complex user manuals.
- Tests, documents, and evaluates the quality of training material.
- Consults with staff and faculty on training needs and formats.
- Researches and evaluates opportunities in new information system training programs.
- Oversees the technical support and training of lower skilled Information Systems Training Specialists and end users.
- Manages the monitoring and tracking of follow-up training sessions for users of information technology.
- Performs other complex information system training duties as assigned.

Knowledge, Skills, and Abilities
- Knowledge of Windows and programming languages, such as C, C++, Visual Basic, Pearle, Java, CGI, relational databases (Oracle), middleware, LANs, etc.
- Knowledge of integrated educational systems and event driven programs.
- Knowledge of complex training technologies and equipment set-up, materials, and various types of information systems.
- Effective time management, customer service, analytical, and organizational skills.
- Effective oral and verbal communication with external and internal customers.
- Ability to multi-task, train staff, supervise, and use independent judgment.

Minimum GSU Hiring Standards
Bachelor’s degree and four years of related experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.