Job Title: Information Systems Training Specialist, Associate

BCAT Code: 09OE06  Effective Date: April 1, 2007
Pay Grade: G13   FLSA Status: Non-Exempt  Revision Date: July 1, 2013

General Description
Organizes and conducts routine training and educational programs for information systems users.

Examples of Duties
- Implements a routine training curriculum and program for information system users.
- Maintains user progress and program effectiveness records.
- Assists in the analysis of user information system needs.
- Writes routine user manuals.
- Writes and documents training material changes for quality assurance.
- Consults with staff and faculty on training needs and training formats.
- Provides technical support and training to end users of training technology.
- Tracks follow-up training sessions with the users of information technology.
- Performs other routine information systems 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 training technologies and equipment set-up, materials, and various types of information systems.
- Knowledge of integrated educational systems and event driven programs.
- Effective time management, customer service, analytical, and organizational skills.
- Effective oral and verbal communication with external and internal customers.
- Ability to multi-task and use independent judgment.

Minimum GSU Hiring Standards
Bachelor’s degree and one year 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.