General Description
Organizes and conducts complex training and educational programs for information systems users. Supports lower skilled Information Systems Training Specialists.

Examples of Duties
- Designs, tests, and implements complex training curricula and educational programs for information system users.
- Maintains user progress and program effectiveness records.
- Analyzes users information system needs and recommends solutions.
- Writes, edits, and publishes complex user manuals.
- Tests, documents, and evaluates the quality of training material.
- Consults with staff and faculty on training needs and formats.
- Researches opportunities of new information system training programs.
- Provides technical support and training to lower skilled Information System Training Specialists and end users of training technology.
- Monitors and tracks follow-up training sessions with 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 three 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.