Job Title: Information Systems Training Specialist, Intermediate

BCAT Code: 09VN12  Revision Date: November 1, 2012
Pay Grade: G15  FLSA Status: Non-Exempt  Revision Date: July 1, 2013

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

Examples of Duties
- Designs and implements routine to complex training curricula and educational programs for information system users.
- Maintains records of user progress and program effectiveness.
- Analyzes users information system needs and recommends solutions.
- Writes and edits routine and complex user manuals.
- Tests, documents, and performs training material quality assurance.
- Consults with staff and faculty on training needs and formats.
- Researches opportunities of new information system training programs.
- Provides technical support and training to end users of training technology.
- Monitors and tracks follow-up training sessions with users of information technology.
- Performs other routine to complex 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 routine to complex 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, train staff, and use independent judgment.

Minimum GSU Hiring Standards
Bachelor’s degree and two 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.

Office of Human Resources  Classification Section