

## COMPUTER TRAINING COORDINATOR

### **DEFINITION**

Under general supervision, provides technical training to City staff in the use of computer hardware, software and operating systems.

### **ESSENTIAL FUNCTIONS**

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is **ILLUSTRATIVE ONLY**, and is not a comprehensive listing of all functions and tasks performed by positions in this class. **Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.**

### **TASKS**

Provides computer training classes for city staff; conducts assessment of City-wide computer training needs to develop, recommend and implement computer curriculum changes to meet the needs of City staff; maintains and updates training attendance and evaluation tracking databases; provides customer service to City staff in the scheduling and provision of training; customizes computer curriculum and instruction specific to department and end-user requirements.

Researches resources to aid in computer training courses; resolves routine to moderately complex computer support problems for City staff; provides individual on-site transitional training upon; evaluates existing PC hardware and software systems for upgrade compatibility.

### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS**

Knowledgeable of adult education instructional methods, techniques, and principles  
Knowledgeable of curriculum planning, development and implementation practices and procedures  
Knowledgeable of specialized computer applications to include MS Office software  
Knowledgeable of quality customer service techniques and concepts  
Skilled in developing and implementing training curriculum  
Skilled in providing clear and concise instructions  
Skilled in establishing and maintaining productive working relationships  
Ability to perform and train other employees on essential duties  
Ability to effectively communicate verbally and in writing in English with all levels of staff and public

### **WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

Work is performed in an office environment. Work may require frequent standing, walking, bending, and lifting up to 25 pounds. Incumbents may be exposed to repetitive motion and vision to monitor.

### **QUALIFICATIONS**

Bachelors degree in Computer Science, Education, Human Resources or closely related field, **AND** two (2) years experience in creating and implementing effective computer training programs **OR** an equivalent combination of education and experience.