**Class Summary**

The Technical Trainer develops and conducts Information Technology (IT) training programs for King County management and staff; plans assigned workshops using established learning techniques; researches available training sources for appropriate content and method information; facilitates the development of standardized operational training policy, governance, and practice; and evaluates, defines, and leads King County Information Technology’s overall training needs and effectiveness.

**Distinguishing Characteristics**

This is a single-level classification. The incumbent in the IT Technical Trainer classification is delivering training programs for King County management and staff.

**Examples of Duties**

1. Research and deliver training sessions, technical writings, technical training manuals, and instructor materials for commonly used IT applications and platforms.
2. Conduct a technical training needs assessment by collecting information related to assigned projects, procedures, workflow, and reports; understand business-specific functions and tasks.
3. Research, develop, plan, organize, deliver, and evaluate new and/or undocumented technical training workshops for end-users.
4. Author technical training materials using a multi-media content creator; act as a multi-media content creator subject matter expert.
5. Develop Memorandum of Agreements (MOA) outlining scope and deliverables.
6. Own the development and implementation of IT training materials and processes relating to applications and platforms.
7. Develop customer and technical training surveys and follow-up procedures; pivot approach based on survey results.
8. Participate in the technical training project in-take process and resource allocation.
9. Administer incoming technical training inquires, escalating as needed.
10. Oversee training calendars.
11. Perform other duties as assigned.

**Knowledge/Skills**

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Non-Exempt |
| **Service Status** | Career Service  |
| **EEO Code** | 2 |
| **Levels within same series** | None |
| **Class History** | 07/2004 – Created01/2008 – Changed font and format05/2021 – Corrected title01/2024 – Updated content |