

CITY OF CHATTANOOGA
Classification Specification Title: IT Technical Trainer

Department: Technology Services

Pay Grade: GS.10

Supervision Received From: Assistant Director IT Operations FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 1/22/16

Revision Dates: 4/2/25;

10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for preparing, conducting, and evaluating technical training programs. Writes literature and materials to be used in software training programs and designs exercises to enhance lectures. Conducts technical training classes regarding general computer systems (Microsoft Office and Google Apps) and internally developed software and systems. Works under limited supervision.

SERIES LEVEL: This is a stand alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Confers with managers and supervisors to gain knowledge of work situations requiring computer training for employees.

Formulates teaching outlines and determines instructional methods such as individual training, group instruction, lectures, demonstrations, conferences, meetings and workshops.

Selects and/or develops computer teaching aids such as training handbooks, demonstration models, multimedia visual aids, computer tutorials, and reference works.

Conducts training sessions covering specific areas of departmental computer operations including computers and software.

Maintains records and prepares statistical reports to evaluate the performance and progress of departmental employees under guidance during training periods.

Compiles data and analyzes past and current computer training requirements to prepare budgets and justify funds requested.

Coordinates established computer training courses with technical and professional computer training courses offered through community resources.

Screens, tests, counsels, and recommends departmental employees for participation in internal and/or external computer education and training programs.

Keeps informed on new developments, methods, and techniques in the computer training field.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's degree from an accredited university or college in Information Systems, Business Administration, Education or related field and three (3) years experience in technical computer training; or any combination of equivalent experience and education that provides the knowledge, skills, and abilities to successfully perform the essential functions of the position.

LICENSING AND CERTIFICATIONS: Valid Driver's License

SUPPLEMENTAL INFORMATION:

PHYSICAL DEMANDS: Positions in this class typically require: reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.