



University of Michigan
Office of University Development (OUD)
Position Description

Market Title: IS Training Specialist Senior (102372)

Working Title: Senior Information Systems Training Specialist

Department: Recruitment and Personnel Planning (RPP)

Reports to: Director, Development Professional Education and Training

Supervises directly: N/A

Position summary: The Senior Information Systems Training Specialist(or tbd) plans, designs, develops and implements Development Systems training resources for the Development Community, including for the Office of University Development. Additionally, this position augments training resources for desktop, mobile and office technologies, as needed, for the Office of University Development. Efforts are done in partnership with Development Training & Education colleagues, Development Services colleagues and other subject matter experts throughout the Development Community, University and vendor community.

Characteristic Duties and Responsibilities:

- 55%
 - Leads and coordinates activities associated with the design, development and implementation of technical training (materials and delivery vehicles). Forecasts required time and resources, provides status updates, and follows established methodologies. Leads informal and formal needs assessment of users' technical learning needs. Designs and develops course curriculum and training deliverables to meet determined learning objectives. Identifies technical and functional experts to assist in the creation of and/or review of training materials and content. Presents, and/or aids subject matter experts' presentation of, technical training deliverables in varying formats as needed (e.g. case studies, simulations, e-learning courses, classroom seminars or workshops, job aids).

- 20%
 - Studies and develops a comprehensive understanding of assigned systems (as needed). Works closely with technical staff and functional subject matter experts to acquire an in-depth knowledge of the systems to include system transactions, system support, business processes related to the system and user experiences. Applies in-depth knowledge in all phases of training development.

- 10%
 - Ensures training, and communication about training, are delivered timely & successfully. Responsible for the logistics of technical training programs. This includes but is not limited to, developing and implementing technical training marketing communication plans, course administration, ensuring training room and technology set-up, and developing evaluations.

- 5%
 - Reviews and monitors the effectiveness of technical training programs and participates in the overall planning for Development training. Participates in the overall assessment of the Development Community's learning needs. Works with the Development Training & Education team to move toward a future training environment by strategic planning, researching new tools / vehicles and developing learning environment resources, such as training templates, technologies and methodologies.

10%
All remaining
duties

- Responsible for the Development Professional Education and Training presence in the Development Community intranet - DevNet.
- Counsels and provides advice to Development Community staff concerning training and work-related matters. Ensures that the RPP Office is viewed by staff as a resource in which they can discuss training and work-related questions and concerns with the assurance of impartiality and confidentiality.
- Participates in professional organizations to network within the training community. Continues to develop learning knowledge and expertise.
- Other duties as required or assigned.

Position Qualifications:

- Bachelor's degree in Instructional Technology, Information Technology/Computer Science, Business, Education, Training and Development or equivalent combination of education, certification and experience from which comparable knowledge and abilities can be acquired.
- Minimum of 5 years of experience analyzing business processes, applying instructional design methodologies and theories, developing training curricula and materials, and delivering technical training resources to small through large sized groups. Understanding and practical use of various vehicles for training delivery (including internet/intranet/e-learning, classroom, job aids, and technologies such as Podcasts, simulations, product support).
- Demonstrated ability to learn new, complex software quickly, to understand technical information, and to communicate it to others using clear, concise and user-friendly language. Experience with Development Systems and/or business end-user systems beyond Microsoft Office is preferred.
- Proven strong facilitation and partnering skills with highly developed engagement techniques and client relationship management skills. Must be a team player and thrive in a collaborative environment, while at the same time be able to work independently on specific activities to ensure project deadlines are met.
- Proven ability to lead projects to meet customer expectations, and be proactive in raising and/or dealing with issues as they arise.
- Solid organizational, analytical and independent problem solving skills. Proven ability to effectively prioritize work and multitask in a fast-paced environment. Demonstrated ability to lead projects that include others inside and outside the immediate team.
- Proven ability to communicate effectively to varying levels and sizes of client groups, both in verbal and written format.
- Ability to maintain highly confidential information on a variety of sensitive subjects or situations.