

Technical Training Analyst

Job Code 50010087

General Description

Responsible for the installation, configuration, maintenance and upgrades of training environments, data, materials and classrooms.

Examples of Duties

Design, develop, deliver and evaluate training and development programs.
Maintain document repository and web publishing toolset.
Design and develop solutions to meet training needs.
Participate in vendor selection process.
Deliver training to a variety of audiences using adult training principles.
Pilot test new training techniques, strategies, tools and processes.
Promote approved development web pages to production.
Build website navigation pages.
Analyze training methods and exercises.
Create, test and support training models, exercises and data.
Oversee and provide training IDs.
Support training clients.
Manage and support the overall functionality of the RWD/university training website.
Oversee, install and maintain on-line help systems such as SAP R/3 Help Launchpad.
Oversee, install and maintain Web Architect software on client.
Oversee the transport import.
Test navigation and transaction codes.
Maintain future patches and upgrades.
Participate in training needs assessments.
Participate in determining training return on investment.
Maintain relevant metrics and data.
Provide documentation.
Anticipate, identify, communicate resolve or escalate problems.
Conduct and communicate lessons learned.
Provide consultation services regarding training.
Develop and conduct train the trainer sessions.
Provide on-line help for training participants.
Provide project management as needed.
Perform other duties as assigned.

Knowledge, Skills, and Abilities

Knowledge of: Fundamentals of enterprise resource management, SDLC, SAP R/3 enterprise, BW Portal environment, campus network accessible services, equipment, servers, university organizational structure, conventions and theory of instructional design.

Skill in: Preparing reports, letters, program documentation, proposals, establishing rapport, recommending the appropriate course of action, choosing appropriate training materials and techniques, satisfying programming specifications, determining cause and effect relationships, defining appropriate solutions, analyzing users' requests, classroom management.

Ability to: Understand moderately complex job instructions, read and interpret technical manuals, review and analyze logs, perform intermediate math, effectively exchange ideas, define and describe complex customer business processes, lead a team, assume responsibility for key deliverables, set clear goals, make effective presentations, communicate with others, use sound adult learning theory, listen and respond to students, anticipate and manage risks, handle multiple assignments, negotiate.

Educational Experience

To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements