JOB TITLE:	COORDINATOR TRAINING
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8552
BARGAINING UNIT:	CLAS

REVISED:
01/18/2025

Submitted:
12/17/2024

SCOPE OF RESPONSIBILITIES

Plans, develops, and manages training programs for users of digital resources and applications and is a resource for personnel in their use. Responsible for the development of training and related technology materials and forms relating to digital resources and applications. Trains end-users in specific digital resources and applications. Empowers the JCPS community to thrive in a digital-first environment by championing user-centric technology adoption and promoting a positive digital experience.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Provide staff development components of Office Automation systems to personnel in administrative offices and school centers

Serve as a technical consultant to selected certified and classified personnel in administrative offices and school centers

Develop training material relating to digital resources, computer applications and related technology

Coordinate development and maintenance of computer resource files on a limited basis and only if such systems are in areas of expertise

Champion End User Experience by being a vocal advocate for end users, ensuring their needs and feedback are central to the design, implementation, and ongoing support of digital tools

If called upon by supervisor, collaborate in the technology delivery process, focusing mainly on user experience elements to develop clarity and understanding of processes and solutions

Collect and analyze user feedback through survey data, focus groups, and other channels to identify pain points, areas for improvement, and opportunities to enhance the digital experience

Foster a culture of digital fluency and continuous learning by encouraging colleagues to embrace new technologies and develop their digital skills

Work with Technology Division colleagues to ensure seamless technology implementation and support, and partner with users to understand their specific needs and challenges

Develop training plans for personnel and supervises the development of training programs

Complete all trainings and other compliance requirements as assigned and by the designated deadline

Perform other duties as assigned by supervisor

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS
Bachelor's Degree
Command of oral and written communications
Demonstrated expertise in the operation of computers and computer equipment
Demonstrated ability in training end-users of Office Automation applications
Ability to apply time management techniques in the supervision of staff
Valid driver's license

DESIRABLE QUALIFICATIONS
Two (2) years of specialized training in data processing, procedures writing and statistics
Knowledge of educational office automation applications
Experience in a diverse workplace