

TO: SOUTHERN NEVADA DISTRICT BOARD OF HEALTH DATE: May 23, 2013

RE: *Approval of new classification specifications for Information Technology Trainer*
(Schedule 23, \$61,172.80 - \$85,321.60)

PETITION #17-13

That the Southern Nevada District Board of Health *approve new classification specifications for the Information Technology Trainer (Schedule 23, \$61,172.80 - \$85,321.60)*

PETITIONERS:

Kelly Brinkhus, *Acting Human Resources Administrator* *KB*

Eddie Larsen, *Information Technology Manager* *EL*

Elaine Glaser, *Director of Administration* *EG/GA*

John Middaugh, MD, MPH, *Chief Health Officer* *JM*

DISCUSSION:

This position will provide IT training services on all new and existing computer systems to SNHD staff and other workforce members. Performance metrics will be provided by comparative surveys of all staff pre- and post-training, and by analysis of the IT Help Desk call volume, complexity and overtime. Currently, training requirements are handled on an ad-hoc basis, reliant upon the availability and expertise of non-training staff. When no internal resources are available, external training must be purchased or the training requirements go unmet.

FUNDING:

No additional funding is required for this position.

IT TRAINER

DEFINITION

Under general direction, design, and deliver training programs in information and communications technology.

SUPERVISION RECEIVED AND EXERCISED

- Receives general direction from the IT Manager.
- Does not exercise supervision over staff.

EXAMPLES OF ESSENTIAL RESPONSIBILITIES AND DUTIES – *This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.*

- Conduct training needs assessment, analyze, results and make recommendations.
- Design and develop training programs appropriate to the skills needed.
- Maintain the training room hardware and software.
- Design course materials, prepare course descriptions, develop training curricula and other documentation needed.
- Able to develop the online training needed for SNHD.
- Monitor and evaluate the effectiveness of the training programs.
- Maintain current records of learner development.
- Create a mixed environment of classroom, online and one-on-one training.
- Organize and promote the programs.
- Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Adult Learning theory basics.
- Desktop hardware platforms.
- Software programs and platforms.
- Project management methodologies.
- Smart phone operating systems.
- Open source learning management solutions.
- Documentation and user instruction methods and techniques.
- Record keeping principles and practices.
- Techniques for dealing with a variety of individuals, in person and over the telephone.
- Excellent communication skills.

SOUTHERN NEVADA HEALTH DISTRICT
IT Trainer (Continued)

Ability to:

- Analyze and interpret statistical data gathered from training participants.
- Install, maintain and troubleshoot personal computer hardware and software.
- Use and instruct others in the use of computer hardware and software.
- Develop training programs to match the organization's business needs.
- Maintain accurate records of work performed.
- Prepare clear and concise documentation, user instructions, reports, correspondence and other written materials.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Contribute effectively to the accomplishment of team or work unit goals, objectives and activities.

Training and Experience Guidelines

Training:

- Equivalent to a Bachelors degree from an accredited college with major course work in information technology or a closely related field.

Experience:

- Four (4) years of experience in the design, development and training of computer hardware and software systems.

Certificate:

- Ability to obtain Microsoft certifications.
- Ability to obtain CompTIA CTT+ certification.

Working Conditions

Physical ability to perform office and related work, including operating computers and office machinery; stamina to sit for extended periods of time; strength to lift and maneuver materials weighing up to 50 pounds; vision to read printed materials; and hearing and speech to communicate in person or over the telephone.

Conditions:

All required licenses must be maintained in an active status without suspension or revocation throughout employment. Any employee may be required to stay at or return to work during public health incidents and/or emergencies to perform duties specific to this classification or to perform other duties as requested in an assigned response position. This may require working a non-traditional work schedule or working outside normal assigned duties during the incident and/or emergency.

New employees must complete Incident Command System training, ICS 100, ICS 200 and NIMS as a condition of continuing employment, prior to the completion of the probationary period.

FLSA Exempt

Bargaining Unit Eligible

Schedule 23

Approved by the Chief Health Officer on 4/3/13