MANAGER INFORMATION TECHNOLOGY TRAINING

DISTINGUISHING FEATURES OF THE CLASS: Incumbents in this class have responsibility for the management of the Information Technology Training team. The work involves providing managerial and technical leadership to departmental staff to develop a county-wide training program, and to work with administrative and executive staff in County departments to address their information technology training needs for County employees and other applicable users of Broome County Information Technology. The work is performed under the general supervision of the Chief Information Officer or the Deputy Chief Information Officer with leeway allowed for the use of independent judgment. Supervision is exercised over the Information Technology training team. Does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises and manages the Information Technology Training team and schedules work assignments;

Trains staff, prepares staff evaluations, and schedules staff leave for review with Deputy CIO;

Assists with the preparation of departmental budget as relates to IT training;

Supervises and assists with the assessment of training needs, development of training programs and courses that cater to identified needs. This involves designing and/or curating curriculum.

Assigns and conducts initial training of personnel in the various software applications and helps design ongoing training for existing systems for new employees and employees in new roles;

Maintains records of training activities, including curriculum, participation/attendance, progress and performance results, and provides periodic written summary status reports to supervisor/coordinator;

Helps end users recognize and clearly describe software-related problems to ensure accurate escalation to the appropriate support channels. Attends staff and user meetings for the purpose of knowledge acquisition;

Assists the Business Applications Team with testing new features and enhancements associated with the software applications;

Stays current with existing application changes so that training materials are updated and accurately reflect current processes and procedures.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of current techniques used in the instruction and training for computer applications;
Thorough knowledge of adult learning principles and various training methodologies based on learner needs;
Thorough knowledge of County business applications;
Thorough knowledge of strategies to develop training programs that align business operations with IT training needs;

Good knowledge of computer hardware components and their functions;
Good knowledge of adult learning principles and various training methodologies based on learner needs;
Ability to plan, coordinate, supervise, and evaluate the work of others;
Ability to adapt and adjust training approaches based on audience needs, project changes, or technical updates;
Ability to maintain accurate records and reports;
Ability to be aware of current technology trends and software developments;
Ability to design effective training materials, including presentations, handouts, and online modules;
Ability to communicate effectively, clearly, and in a relatable way both orally and in writing;
Patience and empathy to support learners at different skill levels without frustration;
Strong communication skills;
Time management skills.

MINIMUM QUALIFICATIONS:

A) Possession a Bachelors' degree or higher and three (3) years' experience supporting computer applications software* and/or training; OR

B) Possession of an Associates' degree or higher and five (5)years' experience supporting computer applications software* and/or training OR;

C) Graduation from high school or possession of an equivalency diploma and seven (7) years' experience

supporting computer applications software* and/or training.

NOTE: Your degree must have been awarded by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of education. If your degree was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at https://www.cs.ny.gov/jobseeker/degrees.cfm. You must pay the required evaluation fee.

*Computer Applications Software is designed to help the "end user" to perform specific tasks. These may include but not limited to database programs, enterprise software, accounting and data management software, office suites, graphics software, or media software.

<u>**SPECIAL NOTE**</u>: **Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five years.**

R1267   8/6/25