

Job Code: 101673
Position #: (PSA) (E)
Developed by: KK
Reviewed by: DLJ
Approved by: LK
Date: 09-18-2023

UNIVERSITY OF RHODE ISLAND
POSITION DESCRIPTION

TITLE: Manager, IT Training
DIVISION: Academic Affairs (Information Technology Services)
REPORTS TO: Chief Information Officer, Information Technology Services
GRADE: 15
SUPERVISES: Student staff as needed

BASIC FUNCTION:

Responsible for information technology training material management and delivery, including the development and delivery of in-person, remote, and self-paced training options for all IT systems and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Support the effective use of the full range of the university IT systems and applications products through the delivery of audience-appropriate training.

Work in close collaboration with product functional experts to develop and deliver in-depth technical training on the use of narrow technical aspects of software systems.

Work with IT Project Managers, IT Organizational Change Managers, and IT Communication Managers to facilitate the delivery of training materials for new IT systems and products.

Asses the efficacy and adequacy of learning resources and use the principles of constant process improvement to guide prioritized updates and reformulations of existing training materials, including web resources, vendor-provided resources, and internal knowledge base materials.

Work with system users across a broad spectrum of both user knowledge levels and system types to identify usability difficulties and develop training to address those issues.

OTHER DUTIES AND RESPONSIBILITIES:

Work with the IT leadership team and distributed IT to maintain an awareness of medium- and long-range planning efforts for new deployments.

Maintain proficiency in IT skills for assigned systems, industry trends and terminology used to support and deploy IT training.

Perform other duties as needed in a fast-paced environment in which technology changes rapidly.

LICENSES, TOOLS, AND EQUIPMENT:

Various learning material development software, IT service management tools, learning management systems, web development tools, and reporting and analytics software.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Minimum of two years' experience developing a range of IT training materials; Demonstrated experience in customer-oriented interactions and communication; Demonstrated experience working with both technical and non-technical staff and stakeholders; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated technical communication skills; Demonstrated ability to work both independently and collaboratively; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Demonstrated experience in higher education; Demonstrated pedagogical experience (particularly with adult learners); and, Demonstrated experience and engagement in current IT/technological trends.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.