

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	Systems Applications Training Coordinator	Range:	48
Date Revised:	June 1,2017	Date Approved:	April 8, 2003

PRIMARY PURPOSE

This position is responsible for providing technical training, communications and expertise to end users on various software and systems applications and leading various technical projects from planning to final development; developing course curriculum and preparing training materials; recommending software and systems applications; developing and maintaining standards for user documentation on software and systems applications.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Develops training curriculum and coordinates and conducts training classes and demonstrations for end users on various software and systems applications.
2.	Oversees systems-related IT projects which includes developing and communicating the project plan, monitoring results, communicating with management on a regular basis, and designing the implementation procedures for the new technology.
3.	Troubleshoots and resolves end user problems with existing and new software applications.
4.	Researches and evaluates software and systems applications and makes recommendations for changes and upgrades.
5.	Defines user needs and requirements and recommends appropriate software applications.
6.	Conducts and facilitates meetings on implementation of new or improved software and systems applications.
7.	Designs and prepares training materials and forms and maintains current files and records.
8.	Develops end user documentation standards in support of software and systems applications and ensures compliance with those standards.
9.	Learns and applies emerging technologies and advances (e.g., computer software applications) as necessary to perform duties in an efficient, organized, and timely manner.
10.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
11.	Performs related duties as assigned.

OTHER FUNCTIONS

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WORKING RELATIONSHIPS

The Systems Applications Training Coordinator maintains frequent contact with various departments, staff and software vendors.

EDUCATION AND EXPERIENCE

Minimum Qualifications

Two (2) years of college-level course work in Information Systems, Computer Science or a related field
Increasingly responsible experience in computer software and systems applications
Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of designated software and systems applications
Knowledge of District organization, operations, policies and objectives
Knowledge of the correct English usage, grammar, spelling, punctuation and vocabulary
Ability to compile, organize and present statistical and technical data
Ability to stay abreast of technological advancements in the information systems industry
Ability to create, write, and deliver curriculum and training materials
Ability to develop appropriate software and systems applications documentation
Ability to interpret software documentation and technical manuals
Ability to analyze situations accurately and adopt an effective course of action
Ability to plan, organize and prioritize work
Ability to meet schedules and time lines
Ability to understand and follow oral and written directions
Ability to communicate effectively, both orally and in writing
Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS

None

WORKING CONDITIONS

College or District information systems office environment; subject to lifting (up to 50 lbs. unassisted). Subject to sitting for long periods at a time (up to 2-3 hours). Repetitive use of upper extremities including hand coordination activities.
