

JOB DESCRIPTION

Reference Job #IS-10

Ministry: Housing, Recreation and Consumer Services
Branch: Systems Services
Location: Victoria

Working Title: **Training Coordinator**
Level: Range 18
Classification: Information Systems

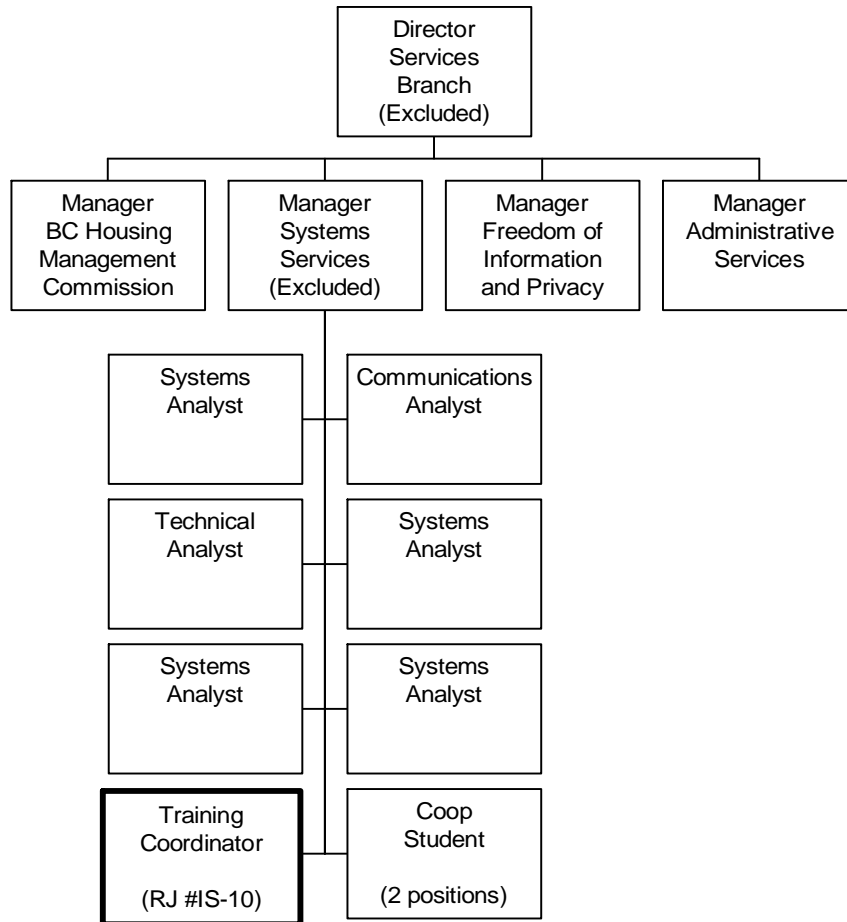
PRIMARY FUNCTION

To identify, develop and coordinate and provide computer office automation training programs and materials to all staff of the ministry.

JOB DUTIES AND TASKS

1. Develops, coordinates and delivers ministry computer related training courses and seminars
 - a. determines client requirements and best method for delivery of support to clients
 - b. determines the suitability and economy of in-house training versus contract training
 - c. recommends and selects vendors or agencies for training contracts
 - d. coordinates and/or provides one-on-one training and classroom client support sessions
 - e. coordinates off-site training when in-house training is not available
 - f. assesses client capabilities and recommends corrective or remedial training programs
 - g. maintains a record of client training requirements and courses completed
 - h. travels throughout the province to ensure all ministry staff receive required training
 - i. reviews new software and upgrades to prepare or revise course materials and training sessions
 - j. investigates and recommends needs and budget for training materials, equipment and off-site training
 - k. monitors the annual training budget and provides cost data input into training budget
2. Ensures the availability of training materials and equipment
 - a. develops and maintains a series of training manuals for client use
 - b. organizes, sets up and ensures availability of training manuals and guides
 - c. coordinates training schedules and maintains an on-site training room
 - d. purchases hardware, software, furniture and A/V equipment or materials required for training needs
 - e. maintains adequate supply of manuals and other training materials
3. Designs and produces an electronic newsletter
 - a. designs and produces an electronic newsletter to inform clients of systems information and related issues
 - b. maintains "Shared Folders" electronic bulletin board
 - c. develops and maintains on-line help notes for clients
4. Performs other related duties
 - a. provides guidance and support to the Help Desk function
 - b. monitors branch budget
 - c. produces monthly branch status reports
 - d. drives a vehicle to provide training sessions at off-site locations

ORGANIZATION CHART
Reference Job #IS-10



REASON FOR CLASSIFICATION

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Job Title: Training Coordinator

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Understand the principles of adult education to interpret training needs to develop, coordinate and deliver training courses on office automation software for ministry staff; determine content and format of training materials; develop and maintain training manuals and on-line help notes; and reviews new software and upgrades to prepare course revisions.</p>	G	250
2	<p>MENTAL DEMANDS Judgement to apply structured study, analysis and interpretation of client needs and choose an approach using accepted procedures to develop and coordinate and deliver training courses to ministry staff; determine the suitability of in-house training versus contract training; recommend and select vendors/agencies for training contracts; assesses client capabilities and training requirements; and reviews new software and upgrades to prepare revisions to courses.</p>	E	150
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Discretion required to exchange technical information needing an explanation regarding office automation software applications with staff one on one or in a classroom setting.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to drive a vehicle to ministry offices.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by general policies, applies accepted training methods in a different way to develop, coordinate and deliver ministry training courses and materials on office automation software, revise training programs to accommodate new software and upgrades, recommends purchase of all equipment and materials required for training and make recommendations on selection of training vendors and agencies for training contracts.</p>	E	120
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Moderate financial responsibility to purchase training, related materials and equipment and to provide cost data input into training budget.</p>	D	22.5
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility for informational assets to organize, set up and ensure availability of training manuals and guides both on-line and hard copy.</p>	D	22.5

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal instruction and training to ministry staff on office automation software products.	B	9
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to occasionally drive a vehicle to ministry offices.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently listen to trainees and to frequently observe computer screens when conducting training sessions.	C	12
11	PHYSICAL EFFORT Moderate physical effort to occasionally lift and carry moderate weight computer training equipment.	C	12
12	SURROUNDINGS Exposure to occasional overnight travel to conduct training sessions throughout the province.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 659

Level: Range 18