### 1.0 Description

The IT Training Manager designs, implements, delivers and supervises training to end users in various types of software programs in support of business objectives. Resolves training-related IT issues. Works independently on routine and regular assignments. Work is reviewed by a supervisor through conferences and observation of work methods and results.

### 2.0 Responsibilities

**2.1 Strategy and Planning**

* Develop and coordinate an overall software applications training curriculum for end users of all levels.
* Coordinate with department heads to assess departmental training needs and objectives.

**2.2 Operations Management**

* Design, develop, and deliver software applications training programs and individual classes, including:
  + New applications such as Office 2007, SalesLogix, DataBasics, Office Communicator and Live Meeting 2007, Crystal Reports, Business Objects, Protegent PTA, ImageNow, etc.
  + New hire IT training
  + One-on-one coaching as needed and upon request
  + Refresher training on core applications such as MS Office
  + IT staff development
* Present instructor-led training sessions.
* Develop and deliver new courses for new and existing software applications, including all course materials, and exercises
* Create training outlines and determine instructional methods, utilizing knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, meetings, and workshops.
* Select or develop training aids, including training handbooks, demonstration models, multimedia visual aids, computer tutorials, and reference works.
* Review training materials and documentation and keep them up to date.
* Create and communicate training schedules in consultation with departmental decision makers.
* Create and administer training event feedback mechanisms. Analyze results, make recommendations for training improvement, and integrate changes in curriculum and/or courses.
* Work with internal software developers to keep apprised of changes and upcoming developments in in-house software applications.
* Communicate software problems and issues to software development and support teams.
* Stay up-to-date with developments in both commercial and custom-built software products used in the organization.
* Manage and/or provide guidance to junior members of the team.
* Solve employee software problems upon request.
* Coordinate or perform administrative functions necessary to deliver and document training programs.
* Evaluate effectiveness of training and development programs and utilize relevant evaluation data to revise or recommend changes in instructional objectives and methods.
* Assist in analyzing and assessing training and development needs for individuals and departments.
* Write reports, IT notices, bulletins and records.
* Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively to provide quality customer service.
* Perform miscellaneous job-related duties as assigned.

**2.3 Acquisition and Deployment**

* Assess, recommend, and purchase courseware packages, and support development of appropriate courseware tools.
* Conduct research into computer-based training products and services in support of development and purchasing efforts.
* Participate in identification and recruitment of instructors and external course providers for specialized software training needs.

### 3.0 – General Qualifications

**3.1 Knowledge and Experience**

* Bachelor’s degree from an accredited college or university in a related field, or 5-7 years of equivalent experience.
* Strong working knowledge of American Capital’s default suite of software applications.
* Strong working knowledge of American Capital’s business processes.
* Knowledge of principles, training methods, and techniques used in adult education.
* Knowledge of common issues faced by employees working in or served by American Capital teams and departments.
* Experience with staff development and/or human resources management.
* In-depth, hands-on knowledge of enterprise and desktop applications, including SalesLogix, DataBasics, MS Office, MS Communicator and Live Meeting 2007, Business Objects, Crystal Reports, Protegent PTA, ImageNow, etc.
* Proven experience with adult learning principles, methodologies, and course design techniques.
* Knowledge of trends in computer technology relating to software.
* Good understanding of the organization’s goals and objectives.

**3.2 Personal Attributes**

* Excellent written and oral communication skills, including instructional and presentation skills.
* Excellent interpersonal skills, with a focus on motivational skills and positive attitude.
* Ability to conduct research into course development and delivery concepts, as well as technical software issues.
* Ability to present ideas in business-friendly and user-friendly language.
* Highly self motivated and directed.
* Ability to absorb new ideas and concepts quickly.
* Good analytical and problem-solving abilities.
* Ability to effectively prioritize and execute tasks in a high-pressure environment.
* Very strong customer service orientation.
* Experience working in a team-oriented, collaborative environment.

### 4.0 – Revision History

0.1 – First Draft

1.0 – First Version

1.1 – Added Revision Date to Header – DJR

1.2 – Reviewed for accuracy. No update needed – RAS

1.3 – Revised generic document to apply to American Capital – WCS

1.4 – Latest revisions 4/28/09 – WCS

1.5 – Latest revisions 9/28/10 – WCS