Administer, organize and conduct training and educational programs in specialized applications of personal computer/minicomputer systems. Monitor employee progress and program effectiveness.

Key Roles & Responsibilities:
1. Deliver group and individual instruction and training covering a range of technical areas in a specified field.
2. Develop training curricula and/or recommend or utilize vendor programs that meet instructional goals and objectives.
3. Formulate training outlines and determine instructional methods, utilizing knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, and workshops.
4. Evaluate effectiveness of training and development programs and utilize relevant evaluation data to recommend changes in instructional objectives and methods.
5. May select or develop training aids, including training handbooks, demonstration models, multimedia visual aids, computer tutorials, and reference works.
6. May manage the classroom infrastructure to include work station/PC set-up and network monitoring.

Expertise:
Incumbent is required to have a basic understanding of his/her discipline including all required certifications as well as a basic understanding of the business environment of a large university system. Incumbent is expected to maintain currency of knowledge with respect to relevant state-of-the-art technology, equipment, and/or systems.

Problem Solving:
Incumbent will address routine problems and will use judgment in selecting among authorized procedures. Incumbent seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise.
University of Virginia
Job Summary

Nature & Area of Impact: To what degree does this job affect the University (i.e., through interactions with faculty or students, making decisions, defining or setting strategy, etc.)? What is the breadth of the impact that this job has, either positive or negative (i.e., affects own team, department, function, business unit, entire university, etc.)?

Impact is typically limited to the team/department for which the incumbent works. Daily work quality can affect the productivity of students, faculty and/or staff.

Interactions / Interpersonal Skills: Describe the nature and level of interactions this job has with others, both internally and externally. Explain any specific interpersonal skills necessary to successfully perform this role (i.e., negotiation skills, represents business at external events or to governmental bodies, etc.).

Interactions are typically with fellow team members, but the incumbent may have interactions with assigned student, faculty, or staff clients. Incumbent should possess good verbal and written communication skills to convey technical guidance and information to users and to provide excellent customer service.

Distinguishing Characteristics

This is the entry-level job for the discipline.

• Skills: Level 1 incumbents are developing skills but possess a basic knowledge of the discipline from his/her education and/or training and a basic understanding of the University and its business environment.

• Level of Work: Level 1 work is generally routine in nature, with assignments provided at a task level, typically on a daily or short-term basis.

• Supervision: Level 1 incumbents work under immediate supervision, have minimal latitude for unreviewed actions/decisions. Level 1 incumbents have no supervisory responsibilities.

• Interactions: Level 1 incumbents typically have limited interactions with those outside his/her own team.

• Focus: Level 1 incumbents focus primarily on his/her own work quality and accuracy.

Job Requirements And Qualifications: Indicate the minimum and preferred education and experience for this job and any licenses and certifications required.

Minimum Education: Bachelor's degree in related discipline or the equivalent relevant work experience.

Preferred Education: Bachelor's degree in related discipline.

Minimum Experience: <1 year

Preferred Experience: 1-3 years

Required Licenses/Certifications: