

## **Technology Support Training Officer**

As part of the Agency's Professional Development Department, the Technology Support Training Officer is responsible for the administration, assessment, coordination, facilitation, training and coaching of information technology (IT) skills training for Agency staff. This position will serve as an independent project manager and IT liaison for the Agency. The employee will have responsibilities with the IT Help Desk and work collaboratively with the IT Department on technology upgrades within the agency to support system rollouts.

This position will provide one-on-one instruction, small/large group training, and consultations with department administrators and peer reviewers; oversee testing; and evaluate and assess ongoing training needs. They will develop and implement training curriculum and consultation for staff in worker development, transfer of learning, learning styles and coaching. The employee will be responsible for concurrently managing several projects according to plan, while also managing risks and issues to resolution and implement contingencies as needed.

Advantages of Working at Franklin County Children Services:

- Health care benefits - medical/dental/vision/RX/mental health/EAP
- Life insurance plans
- Ten paid holidays, five personal days and two weeks of vacation after your first year!
- We contribute 8.5% of your OPERS contribution
- Tuition reimbursement
- College loan repayment and Perkins Loan deferment/pay-off
- Longevity pay/length of service pay
- Opportunities for advancement!

Qualifications:

- Completion of undergraduate core program in computer science, information systems, or business administration; 12 months combined work experience in any combination of the following: creating and coordinating technical and business requirements for processes, projects and procedures; working with business users and technical staff to develop strategies; and leading modification or creation of new systems for implementation of information technology solutions.
- Bachelor's degree in Information Technology, Computer Science or a related area including relevant supervisory or administrative skills; experience in developing technical course content both for novices and experts with technology; knowledge of web-based learning platforms and modern educational techniques; excellent communication skills with the ability to explain technical terms using simple language; and additional certification in training (e.g. certified technical trainer).

All positions are subject to a criminal background, fingerprinting, employment verification, and motor vehicle report checks. Also, all offers of employment are contingent on receipt of a negative pre-employment drug test.