



Bastrop County Job Posting

804 Pecan Street, Bastrop TX 78602

(512) 581-7120

An Equal Opportunity Employer

Title: Technical Training Manager	Opening Date: April 2, 2024	Application Deadline: Open Until Filled	Job #: 240304
Department: I.T. Department	Starting Salary: \$55,000 - \$60,000	Location: Bastrop, Texas	Travel: N/A

INTERNAL/EXTERNAL JOB POSTING

Brief Job Description: Develop technical training courses for various levels (beginners, intermediate and advanced). Coordination of product-related training(s) to include the presentation of new features and simulating activities in a demo environment. Additional responsibilities include personal hands-on help at the desktop level and actively resolving end user help desk requests. Problem resolution techniques may involve the use of help desk support and diagnostic applications. The employee will work under general supervision with some latitude for the use of initiative and independent judgment. Maintains effective working relations with County Officials, Department Heads, staff, and the public. Confidentiality of the I.T. department and all County information is a critical function of this role.

Knowledge, Skills and Abilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Minimum Qualifications: Read and understand technical manuals, procedural documentation, and OEM guides. Function independently, exercise good judgment, manage multiple projects, and meet deadlines. Be detail oriented, and have strong communication, interpersonal, problem solving, analytical, organizational, conflict resolution, and stress tolerance skills. Establish and maintain effective working relationships with those contacted in the course of the job. Maintain confidentiality of information always encountered in work activities.

Bastrop County does not discriminate on the basis of race, color, age, national origin, sex, religion or disability in employment or in its activities.

A Bastrop County Job Application is required, and can be completed at:

<https://na3.docusign.net/Member/PowerFormSigning.aspx?PowerFormId=a7d71333-73b6-4ae5-b3d7-a59c651de914> Applications postmarked after the closing date will not be accepted. Unless otherwise indicated, regular attendance is an essential job requirement of all positions in the county. All positions requiring a degree and/or licensing require proof of degree and/or license. Your application for employment with Bastrop County may subject you to a criminal background check.

IMPORTANT NOTE TO ALL APPLICANTS: Only applicants scheduled for interviews will be contacted. If you are scheduled for an interview and require any reasonable accommodation in our interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request. Thank you for considering employment with Bastrop County. This position has a six month eligibility list for qualified applicants. Visit our website at:

<http://www.co.bastrop.tx.us/page/co.jobs>



BASTROP COUNTY, TEXAS Job Description

Job Title: Technical Training Manager

Department: Information Technologies **FSLA Status:** Non-Exempt

Reports To: Information Technologies Director

SUMMARY: Develop technical training courses for various levels (beginners, intermediate and advanced). Coordination of product-related training(s) to include the presentation of new features and simulating activities in a demo environment. Additional responsibilities include personal hands-on help at the desktop level and actively resolving end user helpdesk requests. Problem resolution techniques may involve the use of helpdesk support and diagnostic applications. The employee will work under general supervision with some latitude for the use of initiative and independent judgment. Maintains effective working relations with County Officials, Department Heads, staff, and the public. Confidentiality of the I.T. department and all County information is a critical function of this role.

SUPERVISION RECEIVED AND EXERCISED:

Receives supervision from the Information Technologies Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Develop technical training courses for all levels (beginner, intermediate and advanced).
2. Coordinate product-related training, including presentations of new features and simulation activities in a demo environment.
3. Ensure all new hires undergo basic technical training (e.g. on computer setup and security guidelines). Act as intermediary between HR and IT for onboarding processes.
4. Liaise with industry experts and organize workshops and classroom-style training.
5. Schedule in-house educational sessions using e-learning platforms.
6. Measure improvements in employees' job performance at the end of each course.
7. Gather feedback from trainees and instructors and recommend suggestions to the learning process.

OTHER FUNCTIONS: Performs other job-related duties as directed by supervisor(s). **Regular attendance is considered an essential function of this position.** **NOTE:** The essential functions describe the general nature and level of work being performed by employees holding this position. This is not intended to be a comprehensive listing of all duties and responsibilities required, nor are all duties listed necessarily performed by any one employee so classified.

MINIMUM QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

Principles and practices of network design and configuration.

IT infrastructure components including computer hardware, software, security software, and telecommunications equipment.

Microsoft pc software.

Troubleshooting and problem resolution techniques.

Personal Computer skills and software, including Microsoft operating systems.

Principles and practices of program development and record keeping.

Professional Customer Service skills.

Proper English usage, spelling, grammar, and punctuation.

Data entry and retrieval.

Standard office policies, procedures, and equipment.

Bastrop County policies and procedures.

Ability to:

Read and understand technical manuals, procedural documentation, and OEM guides.

Provide training on technology equipment and software to users in user-friendly language and format. Quickly identify and learn appropriate software and hardware.

Ability to maintain strong inter-personal skills.

Function independently, exercise good judgment, manage multiple projects, and meet deadlines. Demonstrate initiative and professionalism.

Adjust to frequently changing priorities.

Record and disseminate accurate information from telephone conversations and personal contact.

Be detail oriented, and have strong communication, interpersonal, problem solving, analytical, organizational, conflict resolution, and stress tolerance skills.

Communicate clearly and concisely, both verbally and in writing.

Understand and follow verbal and written instructions.

Properly interpret, understand, and make decisions in accordance with laws, regulations, and policies. Perform multiple tasks simultaneously in a timely manner.

Communicate clearly and concisely, both verbally and in writing.

Conduct business with the public and employees in a professional and courteous manner.

Establish and maintain effective working relationships with those contacted in the course of the job. Operate equipment required to perform essential job functions.

Work independently in the absence of supervision.

Work in a safety-conscious environment and to follow and promote good safety practices.

Handle exposure to potentially hostile individuals.

Maintain confidentiality of information always encountered in work activities.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Maintain effective audio-visual discrimination and perception needed for:

Making observations, reading, and writing, operating assigned equipment, and communicating with others; Employee must have visual abilities including close vision, distance vision, depth perception, peripheral vision, and the ability to adjust focus.

Maintain physical condition needed to accomplish the performance of assigned duties and responsibilities, which may include:

Walking, sitting, or standing for long periods of time; Lifting and carrying materials weighing up to 25 pounds such as files or stacks of records; Occasional climbing, stooping, crawling, squatting, &/or kneeling.

Maintain mental capacity sufficient to accomplish the performance of assigned duties and Responsibilities, which may include:

Handling stressful situations.

Interpreting federal laws and regulations.

Effective interaction and communication with others.

Prepare clear and concise reports.

Making sound decisions in a manner consistent with the essential job functions.

Ensures compliance with all Federal, State, and local laws as they pertain to County operations; maintains up-to-date knowledge of changes to laws as deemed pertinent to department. Works as part of a team and maintains a cooperative, helpful attitude towards fellow workers, supervisors, subordinates, and the public.

Maintains confidentiality and security of all Information Technologies information and systems.

Performs related work or duties as assigned by the County Judge and/or Commissioners' Court.

EXPERIENCE, EDUCATION, and LICENSING:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

1. Proven work experience as a Technical Training Manager, Technical Trainer, or similar role
2. Experience in developing technical course content both for novices and experts with technology.
3. Knowledge of web-based learning platforms and modern educational techniques
4. Excellent communication skills with the ability to explain technical terms using simple language.
5. BSc in Information Technology, Computer Science, or relevant field
6. Additional certification in training (e.g. Certified Technical Trainer) is a plus.
7. Manages various special projects as needed.

SELECTION GUIDELINES:

Formal application; rating of education and experience; oral interview; reference and other background checks; job-related tests may be required.

***** This position is subject to random and/or reasonable suspicion and/or post-accident testing for drugs and alcohol. *****

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an "At Will" employment, and under no circumstances is a contract for employment.