

# THE CITY UNIVERSITY OF NEW YORK

## CAREER OPPORTUNITY

### Hostos Community College

<b>Title</b>	<b>IT Technology Training Specialist (Higher Education Assistant)</b>
<b>Location/Department</b>	<b>Information Technology</b>
<b>Position Detail</b>	
<b>FLSA Status</b>	<b>Exempt</b>
<b>Compensation</b>	\$41,624 - \$51,487
<b>Web Site</b>	<a href="http://www.hostos.cuny.edu/ohr/hccjobs/hrjobshcc.htm">http://www.hostos.cuny.edu/ohr/hccjobs/hrjobshcc.htm</a>
<b>Notice Number</b>	<b>MP16577</b>
<b>Closing Date</b>	Open until filled with review of resumes to begin September 30, 2009.

### POSITION DESCRIPTION AND DUTIES

Under the direction of the campus Chief Information Officer, the IT Technology Training Specialist delivers training and instructional workshops to faculty, staff and other end-users.

Specific duties will include but are not limited to:

- Conducts computer training programs and delivers support activities to faculty and staff.
- Creates written and web-based resources to include training manuals, reference materials, job aids, evaluation tools, simulations, tests, and computer/web-based training in collaboration with technical developers, training leads and subject matter experts.
- Compiles, analyzes and reports training statistics.
- Assists in developing curriculum and assessment tools/mechanisms.
- Acts as liaison with Central Office to ensure compliance with training initiatives including the university-wide ERP project.
- Answers end users' support questions via email, phone or online.
- Identifies and documents frequently asked questions and reports to senior project leaders.
- Provides recommendations for improvements to IT training activities.
- Performs other related duties as assigned.

### QUALIFICATION REQUIREMENTS

A Bachelor's Degree and four (4) years of related experience required. A degree in Educational Technology, Communications, Computer Science, Information Systems or a related field strongly preferred. Primary responsibility or direct experience as a trainer, corporate instructor/trainer, computer trainer, or professional teacher is required.

The successful candidate will have:

- Teaching experience in a corporate setting.

- Experience with technology training development and delivery, especially to adult learners.
- Experience with needs assessment and curriculum or instructional writing, design, development, and implementation.
- Understanding of different learning styles and ability to teach a variety of learners to use technology with appropriate training methods.
- Exceptional writing and editing skills, plus strong verbal, and interpersonal communication skills.
- Strong stand-up training, presentation, and group facilitation skills.
- Strong analytical, evaluative, and research skills.
- Strong organizational skills with the ability to establish priorities, manage multiple demands and projects, and meet deadlines.
- Effectiveness working collaboratively in a team setting with all levels of staff and constituents.
- Proficiency with computers and software applications, plus current presentation programs and web-based training management systems, Microsoft Office, and e-mail/scheduling programs.

**TO APPLY**

**Send cover letter and resume to:**

**CODE: ITTS**

Address: c/o Imelda E. Redito  
Director of Human Resources  
Hostos Community College  
500 Grand Concourse, Room B-215  
Bronx, NY 10451

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