

Job Description
Midwest Dairy Association

Job Title: Technical Training Specialist

Department: Shared Services – Information Technology

Reports To: Director of Information Technology

Date: March 2023

Purpose: This position is responsible for developing and providing training and education on technology and technical systems. This position is also responsible for coordinating technical support services to all staff.

Key Result Areas

A.	Provide technology training for all staff members.	40%
	<ol style="list-style-type: none"> 1. Train users individually or in groups on basic, intermediate and advanced features of the Microsoft 365 suite, mobile and other enterprise applications. 2. Develop and publish technical training materials making use of images, videos, descriptive text and step-by-step instructions. 3. Develop and host train-the-trainer sessions with Program Assistants to effectively extend the reach of technical training to other departments. 4. Curate third-party technical training resources with specific relevance for company work and processes and make them available to staff. 5. Assist Director of Information Technology in preparing presentation materials for and presenting on IT Update webinars. 	
B.	Provide help desk support for all staff members.	30%
	<ol style="list-style-type: none"> 1. Respond to inquiries directed to the IT department from ticketing system, telephone, email or in-person contact by executives and staff members. 2. Process incoming help desk requests through the ticket system and assign tasks to self or other team members as directed by workflow demands and current procedures. 3. Troubleshoot and resolve problems with hardware, software and internet connectivity for individual user machines as well as for mobile devices and enterprise systems. 4. Coordinate with other Information Technology staff to escalate issues when needed to ensure problems are resolved in a timely manner with limited disruptions. 	
C.	Maintain SharePoint hub (Dairy Central) content.	20%
	<ol style="list-style-type: none"> 1. Coordinate with department leads and Program Assistants to post and maintain content and files for sites within the Dairy Central SharePoint hub. 2. Ongoing development of the Training & Development section of Dairy Central, both by direct contribution of technical training materials and coordinating the development and posting of other organizational training and development materials. 3. Assisting other Shared Services staff in maintaining the Staff Resources area of Dairy Central. 	
D.	Evaluate and identify new technology training needs for the organization.	10%
	<ol style="list-style-type: none"> 1. Collaborate on new technological solutions to increase security, convenience and productivity for other staff members. 2. Coordinate with department leads and Program Assistants to maintain familiarity with staff technology needs for tools and training. 3. Observe and evaluate results of training programs to inform opportunities for improvement. 	

* = Essential Functions are defined as those functions that an individual who holds or desires the position must be able to perform unaided or with reasonable accommodation. Functions may be considered essential if:

1. the position exists for performance of the function
2. a limited number of employees can perform the function, and it, therefore cannot be reassigned; or
3. the function is specialized and requires certain expertise to perform it.

JOB SPECIFICATIONS

Education and Experience

A bachelor's or associate degree in a relevant technical field or communications. At least three years' experience as a technical trainer, training specialist, or a similar role.

Knowledge, Skills, and Abilities

Knowledge:

1. A strong functional knowledge and expertise in the Microsoft 365 suite of applications.
2. A strong working knowledge of Microsoft 365 applications including SharePoint, Teams and OneDrive.
3. Knowledge of modern training techniques and tools in technical subjects.
4. Knowledge of workstations operating systems to perform troubleshooting; maintenance and support to staff members.
5. Knowledge of and ability to troubleshoot personal computers accessories, office equipment and related business applications.

Skills:

1. Outstanding communication skills and comfortable speaking to groups.
2. Good problem-solving, analytical, and collaboration skills.
3. Excellent interpersonal skills.
4. Skill of troubleshooting computer hardware and software programs to provide timely and courteous support to network and staff.
5. Skill in investigating and resolving problems in a timely and efficient manner.
6. Skill of understanding and applying learned knowledge to support existing and recommend new technology solutions.

Abilities:

1. An openness to learning new technologies.
2. Ability to work cooperatively and collaboratively with a team or individuals.
3. Ability to coordinate multiple tasks and projects, including, but not limited to scheduling and prioritizing.
4. Ability to work independently with little supervision.
5. Ability to give attention to detail.
6. Ability to present both self and ideas, orally or in writing, using knowledge and the perspective of the audience, so that the ideas are understandable and credible.
7. Ability to host fun and accessible training workshops.
8. Knack for detecting and removing barriers to learning.
9. Ability and desire to continuously learn and apply knowledge as related to changes in the IT industry.

Physical Demands: While performing the responsibilities of the job, the employee is required to talk and hear. The employee is often required to sit and use their hands and finger, to handle or feel. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop and kneel. Vision abilities required by this job include close vision.

Work Environment: While performing the responsibilities of the job, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

While performing the duties of this job, the employee is working in an office environment. The noise level in the work environment is quiet to moderate.