

Position: **Benchmark Job #243**

Ministry: Social Services

Working Title: **Supervisor, Systems Training**

Branch: Systems Services

Level: Range 24

Location: Vancouver

NOC Code: 4131

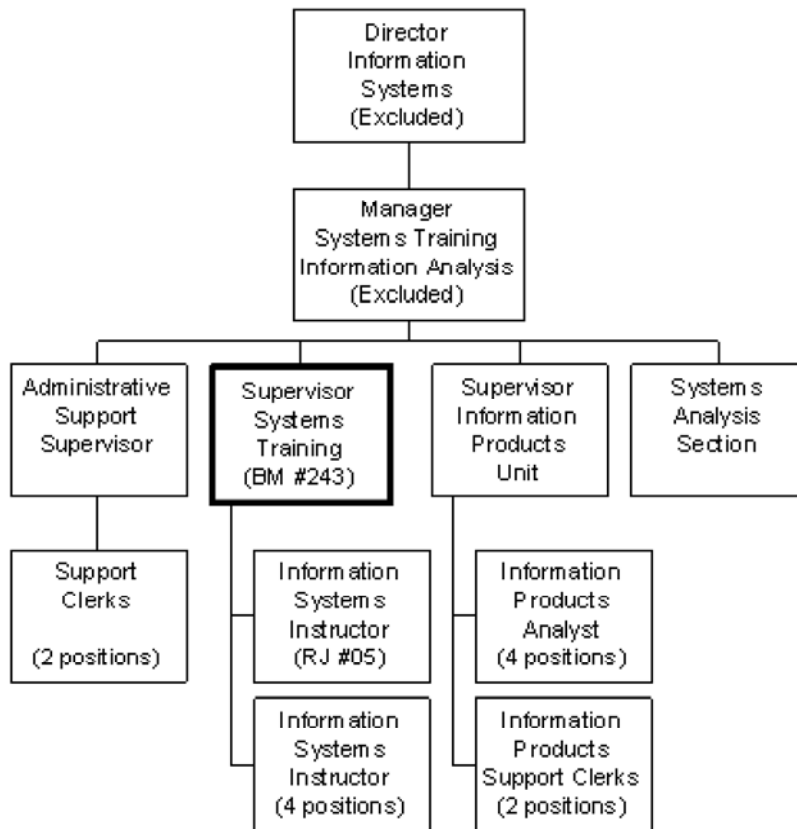
PRIMARY FUNCTION

To supervise and function as project leader in the production of written and electronic training materials for ministry staff on new or enhanced custom major applications, (i.e. GAIN, SWIS) developed in-house for ministry staff located in various sites across the province.

JOB DUTIES AND TASKS

1. Supervises the development of effective systems training products for the ministry
 - a. specifies learning objectives and expected outcomes of systems training
 - b. establishes priorities for training product development and training presentations
 - c. liaises with other training groups within the ministry to ensure an integrated training program
 - d. develops and maintains a quality assurance process to ensure training products meet ministry and division standards and participates in systems reviews to ensure proposed designs meet the ministry's, system, screen presentation and mechanics standards
 - e. liaises with development staff to ensure training products are developed according to systems and application design requirements and standards
 - f. liaises with development staff/divisions to resolve outstanding issues which affect training products
 - g. researches feasibility and cost benefit analysis of different training mediums and training initiatives
 - h. reviews the training component of application implementation plans to ensure detailed training requirements and design specifications are completed
2. Ensures training products meet user needs
 - a. develops and implements procedures for the evaluation of existing training products
 - b. leads the development, integrity, maintenance, access and security of the automated training database
 - c. reviews training database after systems enhancements/changes to ensure it reflects the production system
 - d. identifies changes to business processes to improve training, work flow, financial control and client services
 - e. delivers all workshops the unit presents to keep abreast of materials being used and to evaluate workshop effectiveness
 - f. use computer based training software to support training on mainframe and PC based systems
 - g. understands program and systems requirements and translates user needs into training requirements
3. Supervises the Information Systems Training Unit (5 FTEs) and performs other related duties
 - a. supervises IS instructors, including hiring and training

- b. sets training priorities for IS Instructors, release/project teams and user groups
- c. reviews expectations and appraises performance of staff
- d. reviews and approves training product plans developed by staff and/or contractors, approves costs for training initiatives and mediums for input to budget
- e. reviews and edits training products, ensures all system change/enhancement issues have been included, and reviews documents developed by develop teams during life cycle process
- f. provides training on the development of materials and delivery of training to team members



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Understand the theory of computer training development and adult education to interpret client requirements and to supervise the development of systems training products for the ministry; specify learning objectives and expected outcomes; establish priorities for the training unit; approve training plans and products and develop and maintain the automated training database.</p>	H	280
2	<p>MENTAL DEMANDS</p> <p>Judgement required to modify training methods, techniques or approaches to work with new or changed ministry systems training service for province-wide custom applications, review and approve training work plans developed by Unit staff; evaluate new and existing training products for quality assurance</p>	G	200

	and analyze ministry needs to recommend changes to training service.		
3	INTERPERSONAL COMMUNICATIONS SKILL Persuasion required to use basic counselling skills to discuss and explain performance problems with employees and provide advice for improvement.	D	45
4	PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to drive a vehicle to meetings and training sessions across the province.	C	15
5	RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by policies, plans and guidelines to coordinate training project activities for the ministry systems training unit; establish training priorities and objectives; assign projects to trainers; review and approve ministry-wide information systems training products and plans.	F	160
6	RESPONSIBILITY FOR FINANCIAL RESOURCES Significant financial responsibility to approve training product plans from contractors.	E	33

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7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</p> <p>Considerable responsibility to provide guidance on the development, maintenance, integrity, access and security of the ministry's automated multi-user training database and system(s).</p>	E	33
8	<p>RESPONSIBILITY FOR HUMAN RESOURCES</p> <p>Responsibility to supervise staff and appraise employee performance (5 FTEs).</p>	DE	20
9	<p>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</p> <p>Limited care and attention to drive vehicle as the driver of convenience to conduct training sessions across the province.</p>	B	10
10	<p>SENSORY EFFORT/MULTIPLE DEMANDS</p> <p>Focused requirement to frequently balance conflicting deadlines and priorities on multiple systems training projects.</p>	C	12
11	<p>PHYSICAL EFFORT</p> <p>Moderate physical effort to frequently apply visual attention to computer screen and printed documentation while reviewing and editing products and plans produced by project teams.</p>	C	12
12	<p>SURROUNDINGS</p> <p>Exposure to regular overnight travel while conducting training sessions.</p>	B	4
13	<p>HAZARDS</p> <p>Limited exposure to hazards from regular driving or use of public transportation while travelling to training sites.</p>	B	4

Total Points: 828

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