

Position: **Reference Job #IS05**

Ministry: Social Services

Working Title: **Information Systems Instructor**

Branch: Systems Services

Level: Range 18

Location: Vancouver

NOC Code: 4131

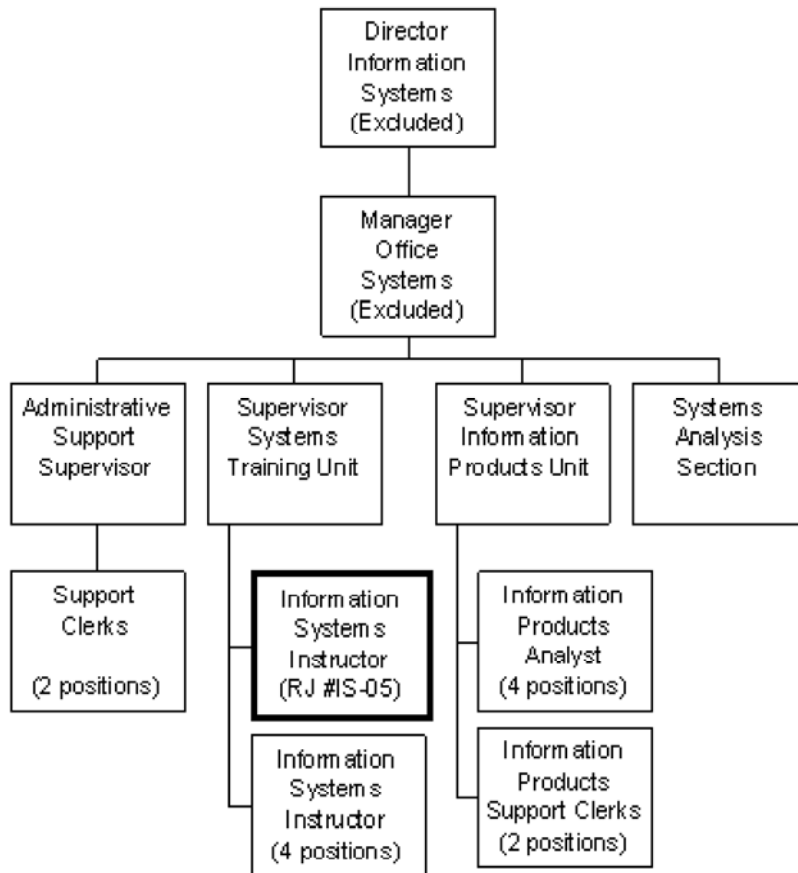
## PRIMARY FUNCTION

To produce written and electronic training materials for ministry staff on new or enhanced applications developed in-house and design and deliver training sessions for assigned projects/systems.

## JOB DUTIES AND TASKS

1. Analyzes new or enhanced applications developed in-house to identify staff training requirements
  - a. analyzes and reviews new or enhanced "custom" in-house applications
  - b. reviews detailed requirements and technical design documents
  - c. reviews General Requirements Document (GRD), and other design documents to ensure the consistency, accuracy, and design of training materials
  - d. determines user responsibilities and establishes user information needs
  - e. work with project teams to identify issues, recommend alternatives and resolve problems
  - f. provides information to the project team on screen and report design to improve user efficiency and ensure screen presentation and mechanics meet standards
  - g. participates in the development of the implementation and conversion plan
  - h. provides training on a wide variety of ministry systems and uses a variety of information technology to develop training materials and train users
2. Designs and develops in-house training materials
  - a. designs and produces training products, materials and manuals, and revises training product plans
  - b. edits tests and maintains training products to ensure they meet user requirements
  - c. determines the most suitable method of training (including classroom, on-site, self administered, computer based training and video) for each module
  - d. organizes and conducts reviews of the training model with project/training teams, and user groups
  - e. develops training exercises, scenarios and case databases and creates visual aids
  - f. develops case studies to be used in the delivery of each module
3. Delivers formal, in-house training to ministry staff at various locations
  - a. delivers formal standup training to groups on a variety of information systems at ministry training centres throughout the province
  - b. ensures self-administered training packages are available for all ministry job functions
  - c. develops and presents training to on-site users who support self-administered training in their offices (i.e., train the trainers)

- d. develops, organizes and presents tailored training to user groups on request
  - e. attends centralized training events to respond to systems questions, present training materials and deliver information at conferences and through presentations
4. Performs other related duties
- a. provides input into the purchase of new training technology by reviewing cost data
  - b. sets up and maintains a single user information system of training course material
  - c. verifies expenses such as central IT agency billings and timesheets



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p><b>JOB KNOWLEDGE</b></p> <p>Understands the principles of computer systems and training development to identify ministry staff training requirements; design in-house training products for new or enhanced applications; deliver training to ministry staff at various locations or ensure self-administered training packages are available, and test and modify training products as required.</p>	G	250
2	<p><b>MENTAL DEMANDS</b></p> <p>Judgement to apply structured study, analysis and interpretation of new or enhanced applications developed in-house and training products and choose an approach using a combination of accepted procedures and systems to review technical design documents to determine staff training requirements and most suitable method of training; develop and modify training products and review cost data to provide input into the purchase of new training technology.</p>	E	150
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b></p> <p>Discretion required to exchange technical information needing an explanation to train ministry staff on the use and features of various applications.</p>	C	30
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b></p> <p>Moderate coordination and dexterity required to drive to meetings and training sites across the province.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b></p> <p>Guided by training plans and ministry systems policy, applies accepted work methods in a different way to review technical design documents, identify staff training requirements and develop training products on new and enhanced applications developed in-house, deliver staff training and ensure accuracy and consistency between information products and training materials.</p>	E	120
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b></p> <p>Moderate financial responsibility to provide cost data on new and available technology for input to purchasing decisions.</p>	D	22.5

<b>FACTOR</b>	<b>REASON FOR CLASSIFICATION</b>	<b>DEGREE</b>	<b>POINTS</b>
7	<b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Moderate responsibility to set up and maintain a single user information system of training course material.	C	15
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility as a dedicated trainer to provide formal training as the main purpose of the job, check work quality, and provide performance feedback to students.	CE	15
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Limited care and attention to occasionally drive a vehicle to training sites.	B	10
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently coordinate training plans and concurrent projects to meet shifting deadlines.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently stand to present formal training sessions.	C	12
12	<b>SURROUNDINGS</b> Exposure to regular overnight travel to deliver training.	B	4
13	<b>HAZARDS</b> Moderate exposure to hazards from regular use of public transportation while travelling to training sites.	B	4

Total Points: 659.5

Level: Range 18