

Job Responsibility Summary

Job Title: Technical Training Specialist
Supervisor Title GIS/Training Manager
Effective Date: February 22, 2019
Status: Full-Time
CJIS: Required
Cont. Activation: Preferred
FLSA: Exempt

General Summary

The Technical Training Specialist provides an essential role in training for all PSAP personnel for all 9-1-1 Call Taking solutions necessary for GHC9-1-1's 7x24 operations. This position will develop training documentation with regards to various 9-1-1 delivery methods to the PSAPs, along with following the TCOLE requirements. This person also directly trains employees via both group and individual methods when needed. The ideal candidate should be a great communicator with the ability to effectively describe complicated ideas to different audiences. You must be highly organized, proficient in time management, and process excellent public speaking skills. The demands of the Technical Training Specialist require that this employee thoroughly understands and accept the mission critical nature of the entire Operations Division.

Principal Duties and Responsibilities

- 1 Directly trains PSAP personnel on the proper use of GHC 9-1-1 call taking solutions
- 2 Regularly Visits PSAP's to provide On-Site Training as needed
- 3 Handle all TCOLE documentation and efforts in support of PSAP's
- 4 Responsible to create and maintain all documentation on Training materials
- 5 Work with Management and Administrators on projects
- 6 Identify useful modules to be implemented into training program
- 7 Responsible to plan and implement an effective training curriculum and all training materials
- 8 Responsible for the overall success and effectiveness of the GHC 9-1-1 PSAP training program
- 9 Project Management for areas of responsibility
- 10 Maintain a keen understanding of training trends, developments and best practices
- 11 Assist with Professional growth seminars for the PSAP's
- 12 Responsible for training staff on most effective uses of new or existing applications

- 13 Trains GHC 9-1-1 staff on all 9-1-1 call taking solutions
- 14 Follow all GHC 9-1-1 and Operational policies including specific vehicle policy
- 15 Attend 9-1-1 Industry and professional conferences as needed

Skills and Qualifications

- 1 Two years' experience as a peace officer, telecommunicator, jailer; or Bachelor's degree and two years of teaching experience; or Graduate degree
- 2 Must demonstrate proof of completing an instructor training course
- 3 Must be detail-oriented and possess superior multi-tasking skills
- 4 Good communication skills, and the ability to work with others professionally under all working conditions
- 5 Willingness to train, accommodating to all skill levels in a professional and courteous manner
- 6 The ability to maintain advanced knowledge level in areas of responsibility in an ever-changing technological advancing environment
- 7 Good Time Management skills
- 8 Self Motivated and require minimum direction
- 9 Experience in call center environment or public communications
- 10 Must like challenges and be able to adjust to numerous changes
- 11 Strong writing and record keeping ability for reports and training manuals
- 12 Excellent leadership and team building
- 13 Proficient computer skills, Microsoft Office Suite (Word, PowerPoint, Outlook, and Excel) and instructional software
- 14 Mission Critical philosophy in support of the GHC 9-1-1 System. Whatever Whenever attitude it takes to restore service

Working Conditions

Working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc. Incumbent will be required to lift boxes, files and/or records weighing up to 50 pounds.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job

Approvals

Title	Signature	Date