

# Job Description



<b>Job Title:</b>	<b>IT Trainer</b>		
<b>Location:</b>	Lakewood, CO; Loveland, CO; Phoenix, AZ; Folsom, CA; Billings, MT; Watertown, ND	<b>Travel Required:</b>	Minimal
<b>Level/Salary Range:</b>		<b>Position Type:</b>	Full-Time
<b>Date Posted:</b>		<b>Posting Expires:</b>	
<b>Mandatory Job Requirements:</b>	<b>Must be willing and able to complete a DoE low risk background investigation for the position.</b>		
<b>Applications Accepted By:</b>			
E-mail: Michelle Might, Corporate Recruiter, <a href="mailto:michelle.might@imcva.com">michelle.might@imcva.com</a> Email Subject Line: IT Trainer			
<b>Job Description</b>			

The role of the Western Area Power Administration (WAPA) instructional technologist (WIT) is to provide instruction, training, and resources in order to facilitate the use of technology within WAPA which will increase employee's use and knowledge about technologies and tools used at WAPA. The WIT will assess and evaluate training needs, develop a comprehensive WAPA training curriculum for IT user enhancement, develop education/training materials, and provide instructional training (classroom, eLearning, and self-help guides).

## Duties and Responsibilities:

- Assesses, designs and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state-of-the-art technologies related to training.
- Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement.
- Monitors and reports the effectiveness of training on employees during the orientation period and for career development.
- Offer the skills and approaches to provide classroom and live interactive online courses and events.
- Use evidence-based performance research to provide the skills and knowledge necessary to improve performance within the WAPA organization.
- Provide the materials and tools needed to develop and manage performance improvement.
- Must be very effective at designing, developing, and teaching lesson plans and a variety of training material, such as quick guides, classroom guides, hand-outs, etc. using desktop publishing; submitting initial versions for review; revising and editing final copy.
- WAPA has recently started using ServiceNow for a multitude of activities/tasks and is in process of developing other modules within ServiceNow. The trainer must develop and teach training modules on topics such as the onboarding of new employees, offboarding employees, and other Service Now-related training needs.
- Conducts computer training needs assessment by collecting information pertaining to work procedures, work flow, and reports; understanding job-specific functions and tasks.
- Maintains safe and healthy training environment by following organization standards and legal regulations.



- Coordinates equipment and room requests as required for the training being presented.
- Conducts training classes by presenting job-specific, company-specific, and generic software applications and personal computer classes.
- Ensures operation of training equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
- Maintains quality service by establishing and enforcing organization standards.
- Evaluates training by evaluating effectiveness of training to specific job applications.
- Maintains technical knowledge by attending educational workshops and reviewing publications.

**Required Qualifications and Skills:**

**Note: These are mandatory items that all candidates must have when making application to IMC for this position. Please ensure that your submission addresses each of these requirement items. Candidates without these required elements will not be considered.**

- Education/Experience
  - High School Diploma/GED required
  - 4+ years of relevant experience in training and development
- Skills:
  - Verbal and written communication skills
  - Judgment, problem-solving, and decision-making skills
  - Ability to gain, understand and apply knowledge from technical manuals and SOPs
- **Must be willing and able to complete a low risk DoE background investigation for the position.**

**Background Information:**

*Innovative Management Concepts, Inc. (IMC), a Service-Disabled, Veteran-Owned Small Business, provides a broad range of information technology services to government and commercial clients. Since its founding in 1989, IMC has offered solutions and expertise in: IT operations and maintenance, cyber security, systems and network engineering and support services, cloud/hosting services, software engineering and development, website services, software quality assurance and testing (including IV&V), and project management. IMC is certified in International Organization for Standardization (ISO) 9001:2015 Quality Management, ISO 27000:2013 Information Technology Security Management, and ISO 20000:2011 Information Technology Service Management. As a Service-Disabled Veteran-Owned Small Business, IMC places a special emphasis on recruiting and hiring veterans. Find out more about IMC at [www.imcva.com](http://www.imcva.com). **IMC is an Equal Opportunity Employer***