

WARREN COUNTY DATA PROCESSING BOARD

Matt Nolan, Chief Administrator
Ben Clift, Director
Telephone: 513.695.1114

www.co.warren.oh.us

Administration Building
406 Justice Drive
Lebanon, Ohio 45036
Facsimile: 513.695.2972

POSITION: Information Technology Trainer

DEPARTMENT: Information Technology

LOCATION: 406 Justice Drive
Lebanon, Ohio

SALARY RANGE: \$26.50 - \$35.00 HOURLY

SCHEDULED HOURS: 40 HOURS PER WEEK

POSTING PERIOD: THIS POSTING IS BEING POSTED FOR
A PERIOD OF TIME NOT LESS THAN
SEVEN (7) CONSECUTIVE CALENDAR
DAYS, BEGINNING September 6, 2023.

SEE ATTACHED JOB DESCRIPTION FOR MINIMUM
QUALIFICATIONS AND ESSENTIAL DUTIES OF THIS POSITION

APPLICANTS SHOULD APPLY ON LINE AT: <https://www.co.warren.oh.us> COMPLETE
THE APPLICATION AS FOLLOWS: CLICK ON JOB OPPORTUNITIES THEN CLICK ON
WARREN COUNTY APPLICATION FOR EMPLOYMENT, THEN DOWNLOAD TO YOUR
DESKTOP AND EMAIL THE APPLICATION TO: support@CO.WARREN.OH.US WITH A
RESUME . PLEASE CONTACT Ben Clift
WITH QUESTIONS AT: 513-695-1114.

THIS POSITION IS SUBJECT TO A POST-OFFER DRUG SCREEN AND
A BACKGROUND CHECK (BCI).

WARREN COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

Title

Information Technology Trainer

Description

This position provides technical education for Warren County employees using a variety of adult learning methods. The Information Technology Trainer is responsible for assessing training requirements and creating programs to meet those needs. S/He will plan, produce, and administer staff and management technical training classes by researching and evaluating training resources and suggesting new topics and methods. The Information Technology Trainer is part of a team that supports the operations and maintenance of all network and end-user computer hardware and software for Warren County.

Responsibilities

- Provides classroom, one-on-one and roaming support for end users.
- Provides hands-on initial and on-going training on all Warren County applications.
- Develop, update, and maintain training materials, including outline, facilitator guide, participant guide, job aids, training exercises and assessments/tests to ensure product updates are included and that practices reflect those currently used in the field.
- Track end user attendance, course completion and testing.
- Educate Warren County Employees on key cyber security initiatives and maintain a security awareness program to influence behavior among the workforce to be security conscious and properly skilled to reduce cybersecurity risks to the enterprise.
- Provide training on Microsoft O365 applications including Word, Excel, Access, Teams, OneDrive, Outlook, and other applications.
- Provide new employee on-boarding including policies and procedures for Information Technology related to Warren County.
- Work with Warren County Software developers to provide new and updated training and help documentation for custom applications.
- Train end users to operate new or modified programs.
- Install software products for end users as required.
- Assist with IT Help Desk including answering help desk calls and entering support tickets.
- Attend on-line, on and off-site classroom training to maintain knowledge of new applications and security risk's and initiatives.

Position Requirements

Formal Education & Certification

Bachelor's or associate degree or equivalent from Two Year College or technical school; and three - five years related experience and/or training; or equivalent combination of education and experience that demonstrates possession of the knowledge, skills and abilities. Microsoft Certified Trainer or other Professional technical training certification preferred.

Knowledge & Experience

- Advanced technical skills in e-learning and mobile training.
- Strong background in Microsoft products including Windows 10 & 11, and Microsoft Office 365.
- Strong working knowledge of Information Technology.
- Ability to resolve issues over the phone.
- Ability to work independently or within a group to resolve an issue.
- Ability to communicate with different levels of the organization with service-oriented attitude and customer focus.

Work Conditions

- Potential works in proximity to the use of firearms.
- Works in or around crowds.
- Has contact with potentially violent or emotionally distraught persons.
- Has exposure to hot, cold, wet, humid, or windy weather conditions.
- Has exposure to hazardous driving conditions.
- Ability to lift to 50 pounds in and out of vehicles for no more than 10 mins at a time in all weather conditions.
- Is subject to emergency call twenty-four (24) hours a day, seven (7) days a week.