

Pixstar Corporate Position Description



Position Title:

Technical Trainer

Position summary:

Provide curriculum development, support and training facilitation of client owned applications, including but not limited to SAP BusinessObjects, Crystal Reports, and Xcelsius. This position may also be required to provide data analysis and ad-hoc document development support in modifying existing and/or creating new documents on an as needed basis using established standards across multiple business lines.

Position Tasks:

- Conduct needs assessments and analysis, identifying areas of training needs.
- Develop, review, coordinate and update training materials, user documentation, manuals, supporting documentation and any other related materials.
- Prepare course agendas and outlines.
- Plan and schedule training facilities, materials and equipment.
- Provide advice, analysis, and recommendations related to training on operational systems.
- Conduct training sessions for both individuals and groups.
- Conduct train-the-trainer sessions.
- Administer surveys to measure the performance and value of trainers and workshops.
- Interface with Systems and Process Analysts to identify opportunities for improvement.
- Supports Business Intelligence end-user needs and translates those needs into technical requirements for development.
- Based on defined technical requirements, creates and/or modifies fully developed ad-hoc queries and Business Objects documents utilizing Business Objects Desktop Intelligence, Web Intelligence, Crystal Reports XI or Live Office development tools.
- Supports Business Intelligence end-users in creating personal ad-hoc queries and documents.
- Additional duties, as assigned.

Required Skills Sets:

- Minimum of seven (7) years experience using Business Objects Desktop Intelligence, Web Intelligence, Crystal Reports XI, Universe Designer or Live Office development tools in a data warehouse environment.
- Minimum of Three (3) years of training experience teaching individuals and groups applications/software/business systems, preferably Business Objects and/or Crystal Reports up through and including version XIR2.
- Experience in the development of instructor-led and on-line training curriculum.
- Knowledgeable in multiple educational methodologies.
- Knowledgeable in multiple training delivery methods, including but not limited to: individual, classroom, web-based and Computer Based Training (CBT).
- Ability to determine and review training requirements and its intended audience to discover the best training methodology and delivery method.

Experience And Education:

Bachelor's Degree or equivalent work experience.

Additional Attributes:

- Possess extensive experience in the use of a personal computer running in a Microsoft Windows operating environment and all Microsoft Office Professional applications (Microsoft Word, Excel, PowerPoint, etc.).
- Demonstrate oral comprehension & expression by listening to and understanding information and ideas presented through spoken word and communicate information and ideas in speaking so others will understand.
- Show written comprehension & expression by reading and understanding information and ideas presented through written documents and communicate information and ideas in written form so others will understand.
- Present strong organization skills by utilizing organizational tools, time and methodologies to perform multiple simultaneous tasks at any given time in order to meet or exceed specific objectives and project milestones.
- Display professionalism by maintaining professional composure and effectiveness in a rapidly changing environment with high customer expectations.
- Possess excellent problem solving skills and the ability to actively participate in a team environment.