



**TEXAS WOMAN'S**  
UNIVERSITY™

**DATE ISSUED:** 09/16  
**FLSA:** Exempt  
**PTO:** VCS

## ***JOB DESCRIPTION***

### ***TITLE***

Manager, IT Training & Development

### ***JOB SUMMARY***

A training and development manager will help TWU with internal effectiveness. Their responsibilities consist of providing support to employees through various types of training. This may include holding workshops to introduce techniques to the entire staff, or working one-on-one with employees to tend to their individual professional needs. The training and development manager facilitates the growth of the individual performance of a worker and their ability to work effectively as part of a team. As such, the job may include developing and facilitating team-building exercises to make staff more comfortable and trusting of each other. Additionally, the training and development manager helps with training new employees on company policies and procedures. Work is performed under supervision of the Vice Provost for Technology & CIO and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### ***ORGANIZATIONAL RELATIONSHIPS***

*Reports to:* Vice Provost for Technology and CIO

*Supervises:* Learning Technologist and students

### ***ESSENTIAL DUTIES - May include, but not limited to the following:***

- Supports performance management and review process for supervisors and employees.
- Developments of Office of Technology training plans.
- Manages the development and delivery of technology training and development programs.
- Leads and evaluates training programs, orientation, and personnel development.
- Prepares training budget and evaluates costs and performance.
- Conducts regular analysis of technology and market trends to determine their potential impact on development options.

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- Consults with project teams to fit projects to the university's requirements, as well as to identify when it is necessary to modify the training and development offerings.
- Plans, monitors and reviews progress against agreed plans for the Office of Technology communication plan.
- Provides input to and ensure compliance with University Regulations and Procedures.
- Writes support documentation for all aspects of the Office of Technology operations.
- Assists in the development and implementation of major project timelines.
- Provides escalated problem resolution support as part of the Collaboration team.
- Coaches and supports staff through operational changes and supervision issues.
- Creates, refines, and disseminates training manuals and other educational materials.
- Commits to providing quality customer service.
- Manages assigned staff.
- Establishes job standards for subordinate staff and effectively evaluates staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

#### **ADDITIONAL DUTIES**

- Provides University or community-related service that may or may not directly impact institutional goals.
- Assists with functional support to end users for administrative technology.
- Coordinates the collection of Office of Technology metrics.
- Creates and prints the Annual Report.
- Manages the Students Advisory Committee for Technology.
- Performs other duties as requested.

#### **EDUCATION**

Bachelor's degree required.

#### **EXPERIENCE**

Three years of higher education or technology support experience

#### **REQUIREMENT**

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

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**KNOWLEDGE, SKILLS, AND ABILITIES** - *The following are essential:*

- Experience in analyzing, documenting, and modifying business requirements.
- Experience working in Higher Education and understanding Higher Education Trends.
- Ability to plan, develop, and provide training and staff development programs.
- Ability to communicate requirements, problems, issues, and solutions to technical and non-technical users.
- Experience with standard office software packages.
- Ability to learn and quickly adapt to new technologies, business processes, and procedures.
- Strong reasoning, analytical, and communication skills.
- Ability to deal well with ambiguity and fast-paced change.
- Ability to engage in self-directed learning of new technology quickly and efficiently.
- Ability to maintain a positive track record of successful communication and problem-solving skills.
- Ability to use a personal computer and other office equipment, including related university software and email.

**PHYSICAL DEMANDS**

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

**WORK ENVIRONMENT**

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment and/or classroom setting.

**SAFETY**

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

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*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Printed Employee Name:** \_\_\_\_\_

***Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***