

ICT Solutions Trainer

Reports to: **Service Manager (Digital Solutions)**

Direct reports: **None**

Evaluation: **526 points**

Grade: **N7**

Reference: **A5500**

Purpose

Responsible for delivering training programs and sessions to end-users on various ICT solutions. The role involves creating training materials, including e-learning, conducting sessions, and assessing the effectiveness of the training provided. The goal is to ensure that all users can efficiently and effectively utilise ICT systems to meet their organisational needs.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. Engage with managers, colleagues, and other professionals to create and develop comprehensive training programs in accordance with organisational aims and objectives, to the agreed standards and expected timescales.
2. Create instructional materials, manuals, and e-learning packages for various ICT solutions and ensure content is up to date to reflect the latest solution updates.
3. Deliver training sessions to end-users as required, both to individuals and/or in groups, in person and remotely.
4. Assess the effectiveness of training programs through feedback, surveys, and performance metrics.
5. Provide advice and guidance in respect of relevant ICT solutions as required, both in the training environment and the workplace.
6. Study service planning objectives and make recommendations for optimising appropriate training solutions; develop and plan new training initiatives.

7. Stay abreast of the latest trends, technologies, and best practices in ICT training.
8. Participate in projects and other activities as directed, including contributing to the development of business procedures and systems to improve business performance and data quality.
9. Promote and implement our *Diversity, Equality, Equity, and Accessibility* policy in all aspects of your employment.
10. Help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.