



WAGNER EQUIPMENT CO. Job Description

JOB TITLE: Computer Systems Instructor
DEPARTMENT: Wagner Training Institute
REPORTS TO: Manager, Wagner Training Institute

Job Code: 059

Full Time **Supervisory** **Exempt**
Part Time **Non-Supervisory** **Non-exempt**

POSITION SUMMARY

The Computer Systems Instructor is responsible for designing, coordinating and conducting computer and software training programs for all company personnel.

Direct Reports: None

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Administrative:

- Assists with tracking training progress and future needs
- Drafts and proposes annual budget for training programs

Organizational:

- Assists with identifying new computer training opportunities and needs for the company
- Works with Manager and other key company personnel in developing class schedules
- Trains WTI staff as needed
- Designs rollout template for software introductions and upgrades

Interpersonal:

- Builds effective workplace relationships by serving as a “Help-desk” resource for those having computer software problems

Sales: NA

Technical:

- Designs and develops computer training materials
- Facilitates computer training sessions
- Administers computer skills assessments

Supervisory: NA

ESSENTIAL JOB REQUIREMENTS

Minimum Education Required: Bachelor's degree in Computer Science, Business or related major preferred

Minimum Experience Required

- Three - five years of technical training experience in a corporate environment, or an equivalent combination of education and experience.
- Experience conducting technical classes, preferably in the topics of Microsoft Office, Windows 2000 (preferred), Lotus Notes, and database environments such as SAP, Siebel, CRM and Exact. Experience with DBS is a plus

Experience Defined: Basic (1-3 yrs) Intermediate (3 – 5 yrs) Advanced (5+ yrs)

Administrative / Clerical Experience - Intermediate

Customer Service Experience - Intermediate

Certificates, Licenses and Registrations Required: Microsoft certification preferred

Required Skills and Competencies

| | |
|-------------------|--------------------------|
| Data Entry | Organizational Skills |
| Telephone Skills | Communication Skills |
| Math Skills | Reading / Writing Skills |
| Product Knowledge | |
| Reasoning Skills | |

Other

- Excellent communication skills (written and oral)
- Excellent organizational and interpersonal skills
- Technical writing skills desired
- Experience conducting technical classes, preferably in the topics of Microsoft Office, Windows 2000, XP and newer versions

Computer Skills

Microsoft Word - Advanced
Microsoft Excel - Advanced
Microsoft PowerPoint - Advanced
Microsoft Access - Intermediate

Other

- Experience with databases such as SAP, Siebel, CRM and Exact preferred
- Experience with DBS is a plus
- Working knowledge of Email systems (preferably Lotus Notes)

ADDITIONAL INFORMATION

Working Conditions

Noise Environment Quiet Moderate Loud
Indoors Outdoors Both

Physical Requirements (Checked requirements indicate **more than 1/3 of the time spent on the job**)

Standing Sitting
Walking Use of Hands
Talking Hearing
Weight / Lifting None 1-25 lbs 26-50 lbs More than 50 lbs

Travel Requirements:

None 1-25% 25-50% 50-75% 75-100%

Limitations and Disclaimer

This job description is intended to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. Wagner Equipment Co. will reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.