ICT Trainer

Grade
G

Service Delivery Manager
↓
ICT Lead Trainer
↓
Job Title
↓
Direct Reports

Department

| Information Comms & Tech	→	ICT Service Delivery

Role Overview

Ensure Your Housing Group's employees have the knowledge, ability and resources available to them to enable them to make the most effective use of the Group's ICT resources.

RESPONSIBILITIES

- Assist in the development, management and promotion of the System Expert framework, creating a pool of available knowledge for each of the Group's main Business Applications.

- System Expert for the Group's Housing, Finance and Document Management Systems.

- Working closely with Learning & Development, assist ICT in creating a proactive training service that utilises the System Expert pool to deliver ICT related induction training and on-going training resources / support to our internal customers.

- Create articles to populate the self-serve support service (knowledge base, guidance library and hints and tips) that enables our customers to resolve low level support issues and build up their own knowledge and expertise.

- Promote the self-serve support service and provide ad-hoc useful tips to colleagues.

- Assist in the creation and maintenance of the Group's End User Documentation Library ensuring that all Guidance notes are kept up to date with the Group's latest working practices.

- Assist the Applications Team to organise User Acceptance Testing of planned application upgrades and ensure that any newly available functionality is reviewed and if appropriate made available to customers.

- Identify ad-hoc customer training needs or organise System Expert mentoring / buddying.

Our values

PASSION   PRIDE   CREATIVITY   ACCOUNTABILITY
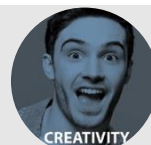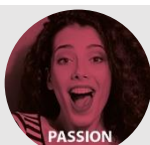
Creating more places for people to thrive and be recognised as a sector leading landlord

- Work with operational staff to ensure Business Readiness on software implementation projects
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- Ability to deliver structured training to customers of varying IT literacy

- First class customer service skills

- Excellent communication and influencing skills

- Ability to produce clear, well-structured training and procedural documents to be delivered by e-learning or face to face

- Ability to build and maintain positive relationships with others at all levels of the organisation to achieve results

- Proactive approach to continuous improvement and learning through technology

ESSENTIAL REQUIREMENTS

- ✓ High levels of IT literacy (Microsoft Office, Word, Excel, Visio, Project)
- ✓ GCSE Maths and English (or equivalent)

- ✓ Significant experience of delivering IT training and producing training and procedural materials

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ CIPD Level 3 Learning & Development Practitioner

- ✓ Knowledge and understanding of the Social Housing sector or with local authorities