Downloaded from <https://www.velvetjobs.com/job-descriptions/it-training>

# Example of IT Training Job Description

Our company is growing rapidly and is looking for an IT training. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for IT training

* Develop improvements to workshop modules to further enhance training experience
* Be on-hand to provide support across a wide range of PC applications to a busy department
* Develop and seek new PC products which bring benefit to the department
* Establish formalized training curriculum and implement for large, complex systems or processes, SAP
* Identify appropriate training media and methodologies based on audience learning styles, nature of training being delivered, audience location, point within the learning process
* Gather and analyze requirements and select appropriate methods for delivering training while maintaining global consistency
* Identify and evaluate trends and makes recommendations for improvement of processes and service delivery to ensure high levels of quality and customer satisfaction
* Maintain and publish content to IT Service Management (ITSM) knowledgebase, self-service portal and training systems
* Prepare and analyze metrics reports and develop dashboards to demonstrate training effectiveness and identify training gaps
* Develop detailed training plans, create training materials and arrange for appropriate user training to meet business needs and various skill levels

## Qualifications for IT training

* Ability to manage a variety of tasks
* Bachelor of Arts or equivalent combination of training, experience and skills
* Hold a valid UAE passport
* 8+ years of experience in a lead or primary training role for a large, enterprise-wide system implementation (ERP, Maximo)
* Experience using training tools , LMS systems, Captivate, u-Perform, Adobe Connect, Articulate
* Candidates should have familiarity with, Training design and development concepts, Information Technology concepts, Research and analysis and Strategic communications