



SUPERIOR COURT OF CALIFORNIA, COUNTY OF RIVERSIDE
invites applications for the position of:

Technical Training Specialist

An Equal Opportunity Employer

SALARY: \$2,827.32 - \$3,789.39 Biweekly

OPENING DATE: 05/03/19

CLOSING DATE: 05/24/19 11:59 PM

DEFINITION AND CLASS CHARACTERISTICS:

Under limited supervision from the assigned director, develops, coordinates and implements a wide variety of court operational training, staff enrichment, and/or technical information technology training programs for all levels of employees; consults with court management to determine training needs and develops appropriate training programs; prepares training materials and documentation; and performs related work as required.

This is a professional level classification that is responsible for court operational training, staff enrichment, and/or technical information technology training. Incumbents in this class demonstrate knowledge in a specific case type or case management system. Incumbents are expected to use professional training concepts in the course of work. Incumbents use training and development skills to resolve a wide range of training issues and needs assessments. Responsibilities include the development of new operational training programs and contribute to complex training programs of diverse scope. This classification is relied upon to demonstrate good judgment in selecting methods and techniques for the delivery of training and development programs. This class is distinguished from the Leadership & Organizational Development Specialist training classification by its specialty in court technical operational training, requiring specialized skill and training.

ESSENTIAL DUTIES:

Duties may include, but are not limited to, the following:

- Conducts training needs analysis; determines training objectives and methods of instruction; develops course outline; consults with subject matter experts to design training; prepares lesson plans, visual aids and handouts for use in instruction.
- Designs and writes court-specific operational training materials including online courses utilizing current software applications; researches relevant laws, reviews existing procedures, and becomes a subject matter expert in determining the type of training needed and how it should be designed; schedules training on demand.
- Designs and delivers information technology training for court staff, executives, and judicial officers; assembles, leads, and facilitates information technology user groups and incorporates their input into training curricula, materials and documentation.
- Conducts classroom training using group discussion and facilitation, behavior modeling and

lecture methods; operates audio/visual equipment.

- Conducts individual job instruction training sessions as needed. Gathers feedback information and evaluates the effectiveness of training; develops test instruments to determine training effectiveness; reviews and updates existing training materials to conform to current program needs.
- Provides support of training programs by locating and arranging speakers/instructors, training equipment and facilities; coordinates the inventory, ordering, prepackaging and issuance of program supplies and equipment; represents the court with other public agencies, schools, universities, and private companies; recruits, interviews, evaluates and selects volunteers; prepares correspondence and maintains records, files and logs.
- Previews vendor instructional materials and evaluates them for use in court training programs; researches technical materials; develops job aids; writes, drafts, edits and prepares personnel and training handbooks, manuals and related documents and information technology-related documentation.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Option I: Bachelor's degree from an accredited college or university with major course work in instructional design, education, information systems, public administration, business administration, or closely related field, and two years of experience designing and delivering staff training programs.

Option II: High school/GED degree and six years of experience designing and delivering staff training programs.

Graduation from Riverside Superior Court's Workforce Development program may be substituted for up to two years of education.

Knowledge of: Principles of training, instructional design and adult learning as they apply to staff enrichment, technical and information technology training; Theoretical and research findings concerning the process of learning, behavior change and communication; Principles and theories of training technologies, education/training course planning, design, implementation, coordination and evaluation methods; Principles of group dynamics; Court operational process, procedures, and practices of the assigned case type (i.e. civil, family law, criminal, juvenile, probate or traffic), courtroom procedures, and case management system functions; Principles of public speaking; Technical and business writing; Techniques for gathering, compiling, analyzing and presenting information verbally and in writing; Design and use of audio-visual aids and printed instructional materials; Methods and techniques for data collection, record keeping and report preparation and writing; Modern office practices, methods, and computer equipment and applications related to the work; English usage, spelling, vocabulary, grammar, and punctuation; Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and court staff.

Ability to: Apply principles of adult learning to design and deliver training; Utilize the principles and techniques of instructional technology, needs assessment, data collection, performance observation, task analysis, objectives preparation, instructional design, media selection and evaluation; Plan and coordinate training programs in an efficient and cost effective manner; Lead and facilitate information technology user groups, design and deliver technical training for computer systems; Utilize knowledge of the training industry to evaluate and select vendor instructional materials; Prepare written material; Demonstrate verbal skills for public and classroom presentation; Interact appropriately with administrative staff to assess and coordinate training programs; Utilize the understanding of Superior Court organization, purpose, strategy,

structure and other systems to identify and support training and development goals; Select and use audio/visual hardware and software; Read and interpret legal statutes; Explain relationship and impact of legislation on procedures; Design and write procedural information in a clear and concise understandable manner; Establish and maintain a variety of filing, record-keeping, and tracking systems; Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines; Operate modern office equipment including computer equipment and specialized software applications programs; Use English effectively to communicate in person, over the telephone, and in writing; Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines; Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work including representatives of outside organizations, state/local agencies and associations, vendors, court management and staff, and the public; Maintains sensitive and confidential information and effectively and collaboratively interacts with client groups.

Special Requirement: This position requires a valid California Driver License to perform the essential functions of the job. Incumbents are required to meet the Court's guidelines as established within the Court Vehicle Policy. Failure to meet the requirements may lead to immediate termination

OTHER INFORMATION:

Physical Demands: Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Employees in this class may be required to arrange transportation for field travel and/or use their personal vehicle. This is partially a sedentary office, partially a field classification and frequent standing in and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds, and occasionally heavier objects such as training materials, audio-visual equipment, etc.

Work Environment: Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Generally clean work environment with limited exposure to conditions such as dust, fumes, odors, or noise. Computer is used on a daily basis. The employees in this class may be required to arrange transportation for field travel and/or use his/her own personal vehicle. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Clarifying Statement: This job description will be reviewed periodically and responsibilities may change with business necessity. This job description is not intended and should not be construed as an exhaustive list of all responsibilities, skills, or working conditions associated with this job.

SELECTION PROCEDURES:

Step I: All applications will be reviewed to identify candidates who meet the minimum qualifications; those candidates may be referred to step II in the selection process.

Step II: All applicants who meet the minimum qualifications may be reviewed by the Subject Matter Experts. Successful candidates may be invited to participate in the oral interview.

Step III: Those candidates who are successful in the interview (weighted 100%) may be placed on the eligible list. Placement on the eligible list is not a guarantee of employment.

All candidates will be notified via email of their status at each step of the process.

Additional steps for the selection process will include a background and reference check.

REASONABLE ACCOMMODATIONS

Riverside Superior Court provides reasonable accommodations upon request for applicants with disabilities. Please contact the Human Resources Department at 951-777-3017 or HR@riverside.courts.ca.gov if you feel you will need an accommodation for any aspect of the selection process. The Human Resources Department asks that it be advised of special needs at least five days prior to the examination so that a reasonable accommodation may be made.

Unit: Management Support
FLSA Status: Exempt
Reports to: Director, determined by assignment
Amount of Travel Required: Up to 20%
Work Schedule: M – F 8 hours per day
Positions Supervised: None
Pay Scale ID / Level: TECHTRG / 12

APPLICATIONS MAY BE FILED ONLINE AT:
<http://courtjobs.com>

Job #19TECHTRG
TECHNICAL TRAINING SPECIALIST
VP

OUR OFFICE IS LOCATED AT:
4050 Main Street
Riverside, CA 92501
(951) 777-3017
hr@riverside.courts.ca.gov

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Technical Training Specialist Supplemental Questionnaire

- * 1. The information you provide will be used to rate your qualifications for the position. Résumés will not be accepted in lieu of completing these questions. Please provide concise, descriptive, and detailed information when answering the question. If you do not have experience, please write "NONE". NOTE: 'See résumé', 'See above', or copy and paste of your résumé are not considered qualifying responses and will not be scored. By selecting yes below, you acknowledge that you have read and understood this application requirement.
 - ☐ Yes
 - ☐ No
- * 2. **Education Requirement:** Which best describes your level of education?
 - ☐ Less than High School or GED
 - ☐ High School or GED
 - ☐ Associate's Degree
 - ☐ Bachelor's Degree
 - ☐ Master's Degree
 - ☐ Doctorate degree
 - ☐ Other (e.g. Certifications and/or Training)
- * 3. How many years of experience do you have designing and delivering training material and/or technical information technology training (i.e. Word, Excel, Outlook, PowerPoint, Judicial Access, etc.)?

- ☐ Less than one year
 - ☐ One year
 - ☐ Two years
 - ☐ Three years
 - ☐ Four years
 - ☐ Five years
 - ☐ Six years
 - ☐ Seven years or more
- * 4. Describe your experience in designing and delivering training material. If none, indicate "NONE". Specify the employer, department, position held and dates when describing experience. If your experience is court specific, please indicate it.
5. Describe your experience in information technology related training. If none, indicate "NONE". Specify the employer, department, position held and dates when describing experience. If your experience is court specific, please indicate it.
- * 6. What methods of learning did you incorporate in your design for an effective learning opportunity?
- * 7. How many years of experience do you have planning and coordinating training programs?
- ☐ Less than one year
 - ☐ One year
 - ☐ Two years
 - ☐ Three years
 - ☐ Four years
 - ☐ Five years
 - ☐ Six years
 - ☐ Seven years or more
- * 8. Describe your experience as it relates to the previous question in detail. If none, indicate "NONE". Specify the employer, department, position held and dates when describing experience. If your experience is court specific, please indicate it.
- * 9. How many years of experience do you have preparing lesson plans, visual aids and handouts for use in instruction?
- ☐ Less than one year
 - ☐ One year
 - ☐ Two years
 - ☐ Three years
 - ☐ Four years
 - ☐ Five years
 - ☐ Six years
 - ☐ Seven years or more
- * 10. Describe your experience as it relates to the previous question in detail. If none, indicate "NONE". Specify the employer, department, position held and dates when describing experience. If your experience is court specific, please indicate it.

* 11. Which case type(s) do you have experience in? Select all that apply.

- ☐ Civil
- ☐ Criminal
- ☐ Family Law
- ☐ Juvenile
- ☐ Probate
- ☐ Small Claims
- ☐ Traffic
- ☐ Unlawful Detainer
- ☐ Appeals
- ☐ Jury
- ☐ None of the above

* 12. Describe your experience as it relates to the previous question in detail. List the number of years of experience in each department and specify if it is Clerk's Office or Courtroom.

* Required Question