Technical Product Trainer: Technical Product Trainer I

Plans, develops, and implements technical product training programs for customers, and/or employees, and field support personnel. Technical training may include standard, repeatable modules, customized and new product modules. Obtains information from customer and technical organizations, engineering, software and product requirements to prepare training programs; prepares lesson plans and training materials; designs product demonstrations; develops course content; determines methodology; and coordinates the development of training aids. Conducts training sessions, product demonstrations, and develops criteria for evaluating effectiveness of training activities. May utilize trainers with technical expertise. May administer tests. Continuously revises lesson plans to ensure course material reflect product features, meet new training requirements and to keep technical information up to date. May include military trainers.

Knowledge
Limited use and/or application of basic principles, theories, and concepts. Limited knowledge of industry practices and standards.

Problem Solving
Solves routine problems of limited scope and complexity following established policies and procedures.

Discretion/Latitude
Work is closely supervised. Follows specific, detailed instructions.

Impact
Contributions are usually limited to task-related activities. Errors do not typically have a major effect on the organization.

Liason
Contacts are primarily with immediate supervisor, and other personnel in the section or group.

Minimum Education and Experience
1+ Years directly related experience w/ Bachelor's Degree in Business or related field. Basic MS Word, Powerpoint and Excel skills.