

# Technical Product Trainer: Technical Product Trainer II

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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**

Frequent use and general knowledge of industry practices, techniques, and standards. General application of concepts, and principles.

## **Problem Solving**

Develops solutions to a variety of problems of moderate scope and complexity. Refers to policies and practices for guidance.

## **Discretion/Latitude**

Works under only very general supervision. Work is reviewed for soundness of judgment and overall adequacy and accuracy.

## **Impact**

Contributes to the completion of organizational projects and goals. Errors in judgement or failure to achieve results would normally require a moderate expenditure of resources to rectify.

## **Liason**

Frequent internal company and external contacts. Represents organization on specific projects.

## **Minimum Education and Experience**

3+ Years directly related experience w/ Bachelor's Degree in Business or related field. Intermediate MS Word, Powerpoint and Excel skills.