Technical Product Trainer: Technical Product Trainer III

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
Complete understanding and application of principles, concepts, practices, and standards. Full knowledge of industry practices.

Problem Solving
Develops solutions to a variety of complex problems. May refer to established precedents and policies.

Discretion/Latitude
Work is performed under general direction. Participates in determining objectives of assignment. Plans schedules and arranges own activities in accomplishing objectives. Work is reviewed upon completion for adequacy in meeting objectives.

Impact
Exerts some influence on the overall objectives and long-range goals of the organization. Erroneous decisions or failure to achieve objectives would normally have a serious effect upon the administration of the organization.

Liason
Represents organization as a prime contact on contracts or projects. Interacts with senior internal and external personnel on significant matters often requiring coordination between organizations.

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