

Technical Product Trainer

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.

Level 1		Level 2		Level 3		Level 4	
Technical Product Trainer I		Technical Product Trainer II		Technical Product Trainer III		Sr. Technical Product Trainer	
Knowledge	Limited use and/or application of basic principles, theories, and concepts. Limited knowledge of industry practices and standards.	Frequent use and general knowledge of industry practices, techniques, and standards. General application of concepts, and principles.		Complete understanding and application of principles, concepts, practices, and standards. Full knowledge of industry practices.		Contributes to the development of new concepts, techniques, and standards. Considered expert in field within the organization.	
Problem Solving	Solves routine problems of limited scope and complexity following established policies and procedures.	Develops solutions to a variety of problems of moderate scope and complexity. Refers to policies and practices for guidance.		Develops solutions to a variety of complex problems. May refer to established precedents and policies.		Develops solutions to complex problems which require the regular use of ingenuity and innovation. Ensures solutions are consistent with organization objectives.	
Discretion/Latitude	Work is closely supervised. Follows specific, detailed instructions.	Works under only very general supervision. Work is reviewed for soundness of judgment and overall adequacy and accuracy.		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.		Work is performed without appreciable direction. Exercises considerable latitude in determining objectives and approaches to assignment.	
Impact	Contributions are usually limited to task-related activities. Errors do not typically have a major effect on the organization.	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.		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.		Effects of decisions are long-lasting and heavily influence the future course of the organization. Errors in judgment or failure to achieve results would result in the expenditure of large amounts of company resources.	
Liason	Contacts are primarily with immediate supervisor, and other personnel in the section or group.	Frequent internal company and external contacts. Represents organization on specific projects.		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.		Serves as consultant to management and special external spokesperson for the organization on major matters pertaining to its policies, plans, and objectives.	
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.	3+ Years directly related experience w/ Bachelor's Degree in Business or related field. Intermediate MS Word, Powerpoint and Excel skills.		6+ Years directly related experience w/ Bachelor's Degree in Business or related field. Advanced MS Word, Powerpoint and Excel Skills.		10+ Years directly related experience w/ Bachelor's Degree in Business or related field. Advanced MS Word, Powerpoint and Excel skills.	