

## Technology Trainer Job Description



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### Agency Overview:

**thread** is a non-profit agency and the statewide Child Care Resource and Referral (CCR&R) Network whose mission is to advance the quality of early education and child development by empowering parents, educating child care professionals and collaborating with our communities. Since 1986 **thread** has been supporting families with child care referral services and parent education, and supporting early educators through training and consultation.

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### Specific Responsibilities:

The Technology Trainer is responsible for supporting the launch of **thread**'s new digital platforms (Salesforce portal community, texting service, threadTools) with **thread**'s external clients (early educators, child care program administrators). This position will provide end user training and assistance on the new platforms to ensure client user set up and adoption. The position is responsible for inspiring and instructing our community of users, designing the training, providing group and individual training support, moderating feedback from users, and escalating any issues to the appropriate internal team. The position will work closely with CMDO, Salesforce Administrator, internal super users, **thread**'s Training & Education team, and external consultants.

1. Support external end users transition to **thread**'s new digital platforms (Salesforce portal community and technology tools) and how to best access **thread** services/supports.
2. Design **thread** training plan and course content to onboard external clients to new digital platforms, including developing training objectives and content, and creating supporting training materials to ensure client understanding and engagement with platforms.
3. Provide training schedules and agendas, and deliver training.
4. Plan, coordinate, and conduct general technical training (in group or individual settings) in a variety of methods, applying best practice for various learning styles.
5. Liaise with and provide one-on-one support/technical assistance to clients for initial set up on and engagement on various platforms.
6. Receive and respond to incoming calls, e-mails and appointments related to training.
7. Escalate any user/technical issues to appropriate internal team members.
8. Determine overall effectiveness of training by listening to feedback and making suggestions for improvements as necessary.
9. Report data on completed training, issues, and results.
10. Monitor and analyze usage metrics for each platform and make appropriate adjustments to training to encourage engagement with various platforms.
11. Assist in developing long-term strategies and capacity planning for portal community engagement and technical support.
12. Other duties as assigned.

### Qualifications:

1. A bachelor's or associate degree in computer science, information technology, or a related field.
2. Minimum 3 years' experience as a technical trainer, training specialist, or a similar role
3. Salesforce experience preferred.
4. Experience with instructional design methods and application, especially for virtual learning.
5. Must pass background check; references and valid identification required

### Key Competencies:

1. Passion and commitment to **thread**'s mission and the importance of early childhood education.
2. Knowledge of early childhood and school-age education programs and services, and community collaboration initiatives.
3. Demonstrated experience with Salesforce community.
4. Strong teaching and mentoring experience.
5. Early education experience a plus.
6. Exceptional presentation, written, and verbal communication skills, able to describe complex concepts in layman terms.
7. Flexibility and adaptability as organizational needs change.
8. Strong interpersonal skills required.
9. Strong analytical skills and attention to detail.
10. Strong technical writing skills required.
11. Strong customer service skills required.
12. Ability to use modern technology to enhance business and customer services.
13. Ability to communicate effectively with a diverse group of educators, parents, staff and members of the community.
14. Ability to use database systems and general office programs with comfort and ease including Microsoft Word, Excel, Access, Zoom, PowerPoint, Salesforce, shared project management tools, and Outlook.

Updated 04/20/2022

## Technology Trainer Job Description



### **Schedule and Compensation:**

**Position Hours:** Monday-Friday, 9am-5pm, other hours as required

**Location:** 3350 Commercial Dr. Ste 203 Anchorage, AK 99501

**Position Type:** Full Time, 40 hours/week

**Classification:** Temporary, 1 year (option to contract)

**Supervisor:** CMDO

**Supervises:** None

**Compensation:** \$55,000 - \$60,000 annual salary

**Full Time Benefits:** 20 days of PTO (starting), 13 paid holidays, 403b match, High-Deductible Health Plan with HSA option (employer contributes to HSA), Dental, Vision and Life. All premiums covered 100% for employee's health, dental, vision and life. Free thread services.

**How to Apply:** Please email a cover letter and resume to [hr@threadalaska.org](mailto:hr@threadalaska.org) with "Technology Trainer" in the subject line. Open until filled.

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