
JOB DESCRIPTION: PROGRAM TECHNICIAN

DEPARTMENT:	Professional Learning	REPORTS TO:	Senior Manager, Professional Learning
JOB CLASS:	Technician	PAY GRADE:	14
EXEMPT STATUS:	Non-Exempt	DATE:	02/02/2012

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Program Technician performs duties for the Professional Learning department associated with coordinating training program materials and departmental communications. The Program Technician provides overall support to the department to include creating and using databases, requesting purchase orders, managing purchasing-card records, managing inventory, onboarding new employees in a variety of computer systems, and compiling research and data as requested. The Program Technician serves as an informational resource in the Professional Learning department to internal and external customers. The Program Technician is classified as a confidential employee and must hold all work related information in the strictest confidence. This includes, but is not limited to, communication, strategic information, and personnel information.

ESSENTIAL POSITION FUNCTIONS:

- Assist with the creation of training and meeting materials by working closely with content experts
- Maintain confidential information
- Respond to inquiries and resolve issues concerning services within his/her area of responsibility
- Assist with scheduling trainings, reserving meeting rooms, and scheduling presenters
- Assist with the set-up of new employees in multiple systems, and with other materials needed for new employee onboarding
- Order and process inventory for training events, including input of data for budget purposes, matching requisitions, and reconciling P-Card purchases
- Coordinate training events to include set-up, break-down, and the distribution of materials
- Maintain knowledge of training trends, opportunities, and issues appropriate for job responsibilities
- Enter, review, and modify data using various software programs and internal data systems
- Serve as a back-up representative for issuing professional development points and creating and processing purchase orders as requested
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:***Education/Licensure/Certification:***

- Associate's degree; or equivalent combination of education and relevant experience

Experience:

- Two years' professional development or similar field experience

Knowledge, abilities and skills:

- Knowledge of the basic principles of training and orientation
- Ability to compile, review, categorize, prioritize, analyze and interpret data and/or information
- Knowledge of basic computer operations and office software
- Demonstrated ability to maintain a high level of confidentiality
- Ability to provide a high level of customer service
- Effective verbal and written communication; possess strong interpersonal phone and email skills
- Ability to work independently, and as a team member
- Ability to provide guidance, assistance, and/or interpretation to others on how to apply procedures and standards to specific situations
- Ability to coordinate multiple projects and meet required deadlines
- Must possess strong, documented attention to detail

CORE COMPETENCIES FOR SUCCESS:

<p style="text-align: center;">COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p style="text-align: center;">CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p style="text-align: center;">INTERPERSONAL SKILLS</p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p style="text-align: center;">FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS <i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i>	CREATIVITY <i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially "fail fast"</i>
SELF KNOWLEDGE <i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i>	PLANNING <i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i>
ORGANIZING <i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i>	PROBLEM SOLVING <i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers</i>
DRIVE FOR RESULTS <i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.