

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. AGENCY POSITION NO. 04990A  
6. OPM CERTIFICATION NO.

2. REASON FOR SUBMISSION <input checked="" type="checkbox"/> REDESCRIPTION <input type="checkbox"/> NEW <input type="checkbox"/> HDQTRS. <input checked="" type="checkbox"/> FIELD <input type="checkbox"/> REESTABLISHMENT <input type="checkbox"/> OTHER		3. SERVICE <input type="checkbox"/> HDQTRS. <input checked="" type="checkbox"/> FIELD	4. EMPLOYING OFFICE LOCATION Tucson, AZ	5. DUTY STATION SAVAHCS	8. FINANCIAL STATEMENTS REQUIRED <input type="checkbox"/> EXECUTIVE PERSONNEL FINANCIAL DISCLOSURE <input type="checkbox"/> EMPLOYMENT AND FINANCIAL INTERESTS	9. SUBJECT TO IA ACTION <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
EXPLANATION (Show any positions replaced) Replaces # 041780 Training Instructor 65-1712-07 dated 4-26-02		7. FAIR LABOR STANDARDS ACT <input type="checkbox"/> EXEMPT <input checked="" type="checkbox"/> NONEXEMPT	10. POSITION STATUS <input checked="" type="checkbox"/> COMPETITIVE <input type="checkbox"/> EXCEPTED (Specify in Remarks) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)	11. POSITION IS: <input type="checkbox"/> SUPERVISORY <input type="checkbox"/> MANAGERIAL <input checked="" type="checkbox"/> NEITHER	12. SENSITIVITY <input checked="" type="checkbox"/> 1 - NON-SENSITIVE <input type="checkbox"/> 3 - CRITICAL SENSITIVE <input type="checkbox"/> 2 - NON-CRITICAL SENSITIVE <input type="checkbox"/> 4 - SPECIAL SENSITIVE	13. COMPETITIVE LEVEL CO X 02 14. AGENCY USE 1272

15. CLASSIFIED/GRADED BY	OFFICIAL TITLE OF POSITION	PAY PLAN	OCCUPATIONAL CODE	GRADE	INITIALS	DATE
A. U.S. OFFICE OF PERSONNEL MANAGEMENT						
B. DEPARTMENT, AGENCY OR ESTABLISHMENT						
C. SECOND LEVEL REVIEW						
D. FIRST LEVEL REVIEW	Training Technician	GS	1702	07	KB	1/6/2010
E. RECOMMENDED BY SUPERVISOR OR INITIATING OFFICE	Training Technician	GS	1702	7	KB	01/04/2010

16. ORGANIZATIONAL TITLE OF POSITION (if different from official title)

17. NAME OF EMPLOYEE (if vacant, specify)

18. DEPARTMENT, AGENCY, OR ESTABLISHMENT Dept of Veterans Affairs	C. THIRD SUBDIVISION Education, Training, & Development Service
A. FIRST SUBDIVISION Veterans Health Administration	D. FOURTH SUBDIVISION
B. SECOND SUBDIVISION Southern AZ VA Health Care System	E. FIFTH SUBDIVISION

19. EMPLOYEE REVIEW - This is an accurate description of the major duties and responsibilities of my position.

SIGNATURE OF EMPLOYEE (optional)

20. SUPERVISORY CERTIFICATION: I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

A. TYPED NAME TITLE OF IMMEDIATE SUPERVISOR Kathryn K. Bucher, RN, MSN Cl Director, ETD	B. TYPED NAME AND TITLE OF HIGHER-LEVEL SUPERVISOR OR MANAGER (optional) Fabia Kwiecinski, MD Deputy Chief of Staff
SIGNATURE <i>Kathryn K. Bucher</i>	SIGNATURE <i>Fabia Kwiecinski</i>
DATE 1/4/2010	DATE

21. CLASSIFICATION/JOB GRADING CERTIFICATION: I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.

22. POSITION CLASSIFICATION STANDARDS USED IN CLASSIFYING/GRAIDING POSITION

TYPED NAME AND TITLE OF OFFICIAL TAKING ACTION

INFORMATION FOR EMPLOYEES: The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

SIGNATURE <i>Patrice A. Craig</i>	DATE 1/6/2010
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23. POSITION REVIEW	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE
A. EMPLOYEE (optional)										
B. SUPERVISOR										
C. CLASSIFIER										

24. REMARKS  
DTF NO  
Position is at full performance level  
Risk Designation: Low

POSITION DESCRIPTION  
**Training Technician**  
**GS-1702-07**

**Position Number:** 04990A  
**Organizational Code:** Ex Ofc – Education, Training, Development  
**Organizational Location:** Southern Arizona VA Health Care System, Tucson, AZ

**I. INTRODUCTION:**

The incumbent reports to the Clinical Director for Education, Training and Development (ETD). This position performs support work involving the Learning Management System and related learning and training activities.

**II. MAJOR DUTIES:**

**1. Learning Management System (LMS) Operations**

Performs work directly related to supporting staff and management with the use of the LMS system. Generates reports as required for individuals, Care/Service Lines, Medical Center and Clinical Director of ETD. Verifies database information in the LMS and clarifies anomalies with either the LMS Domain Manager or Care/Service Line administrative personnel. Monitors "External Events" entered into the LMS, looking for self-certification of educational programs which do not meet organizational standards which results in notification of Domain Manager. Responds to LMS support e-mail and telephone calls promptly and with accurate, clear advice. Create and assign item numbers to new training, recognizing possible duplication of courses. Create scheduled offerings for face-to-face training, as directed by course coordinator, Domain Manager, or Director, ETD. Participates in National LMS and Domain/Learning Manager conference calls. Completes tasks assigned by the SAVAHCS LMS Domain Manager (*ex: creating items for audio books, entering sign-in sheets, assuring that all users have supervisors assigned to their profiles, etc.*)

**2. LMS Accounts Management**

Directly responsible for creating and managing LMS accounts for new employees prior to being visible in PAID (ie New Staff Orientation), for selected non-employees, and for assigned LMS administrators. Troubleshoots issues with passwords, logons, change/reset passwords and unlock accounts for LMS users and administrators. Merge duplicate accounts caused by name or information changes in the LMS

**3. Training and User Support**

In conjunction with the LMS Domain Manager, assigns or assures mandatory and appropriate training assignments are made appropriately and timely to staff based on direction from Director, ETD, Care/Service Line leadership, LMS Domain Manager, special program managers or written directives. Enter SAVAHCS sign-in sheets as assigned, including ETD staff attendance. Using national training materials and standards, effectively trains or ensures local LMS administrators, instructors, employees, staff, and supervisors are trained on LMS user interface, in both an on-line and face-to-face setting. Using approved training materials, provides training and support for LMS users during New Staff Orientation. Plays a key role in ensuring that mandated education and training is completed by reviewing each training item for compliance rates and notifying Domain Manager, Care/Service Line, or Director, ETD with noted irregularities. Assist users with logging into the LMS in order to complete training. Ensure training is properly recorded in LMS.

**4. Technical:**

Provides technical support for LMS users and administrators regarding the LMS & on-line training, identifying trends in user difficulties and reporting trends to LMS Domain Manager. Coordinate with ADPACs on troubleshooting user issues, regarding the LMS and on-line training.

**5. LMS Maintenance**

Ensure all users have e-mail addresses and supervisors listed in the LMS. Ensure all users change their supervisors as appropriate. Deactivate old items and classes as appropriate and directed.

**6. ETD Training Support**

Performs other related duties as assigned to support the work of the Education, Training, and Development Service. Establishes and maintains effective relationships with professional medical center staff, administration and support services. Participates in interdepartmental activities and staff meetings.

**III. FACTORS:****Factor 1 - Knowledge Required by the Position**

Requires standard effective teaching skills, including ability to use adult learning principles in preparing and implementing support and training programs about computer-based learning and the LMS. Modifies teaching skills and makes changes and improvements based on feedback from participants and other staff. Requires practical knowledge of procedures in a technical field such as LMS and general use of computers, and to perform the full range of education and training support assignments such as course registration, course logistic management, and to resolve recurring and non-recurring problems. Skills gained through developmental experience in applying education procedures and techniques in a specialized area (e.g. teacher training, instructional methods, student motivation, accelerated learning, e-learning). Applies knowledge where the objectives are generally defined and can be accomplished by precedents or standard practice. Information necessary for assignments typically can be secured by application of conventional analytical and investigative techniques. Problems presented are generally straightforward; unknown factors and relationships are primarily matters of factual nature, and the procedures for solving problems are fairly well understood.

Position requires practical knowledge of procedures in the use computers and basic use of audio-visual equipment. Employee must have basic knowledge of software used in development for communications and developing reports including but not limited to Microsoft Word, Microsoft Excel and Microsoft Outlook. Incumbent must apply national guidelines to local systems.

**Factor 2 - Supervisory Controls**

The incumbent works under the supervision of the Clinical Director for Education Training and Development. Authority for planning, scheduling, day-to-day and long range assignments are delegated to the LMS Domain Manager who carries out operations. Progress and problems are discussed with the supervisor on an occasional or on an as-needed basis. Work is reviewed for technical accuracy by the lead LMS Domain Manager, who also makes assignments by defining objectives; priorities, and deadlines; and assists the employee with unusual situations that do not have clear precedents. The employee plans and carries out successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

**Factor 3 - Guidelines**

Employee follows national guidelines for the education, LMS and VA computer systems as they are developed. The employee uses judgment in interpreting and adapting guidelines such as agency policies, regulations, precedents, and work directions for application to specific cases or problems. Guidelines include laws, regulations, agency policy accepted education procedures, and accepted training standards. The employee analyzes results and recommended changes, in collaboration with the LMS Domain Manager and other ETD staff.

**Factor 4 - Complexity**

The work requires general knowledge and understanding of national, VISN and local mandates and reporting methods and procedures, establishing priorities, manage multiple priorities and troubleshooting program problems. The objectives are normally clear but the means to accomplish them must be determined through consideration of user and management desires, establishment and design of process logic, system constraints and general compliance with VA policies. He/she must be detail-oriented and able to work under pressure.

**Factor 5 - Scope and Effect**

The purpose of the work is to support the daily operations and full use of the functions of the LMS and to track compliance with education and training mandates. Reports are generated in response to department, SAVAHCS, VISN and VACO suspense. Employee must have ability to prioritize required assignments. The work affects the efficiency and effectiveness of supervisors, managers, and employees, and ultimately the ability of the organization to meet training goals and objectives.

**Factor 6 - Personal Contacts**

The personal contacts are with employees in the same agency but outside the immediate organization. Individuals contacted include professional, technical, and administrative staff at various organizational, local staff, as well as contractors, volunteers and trainees. Employee must use effective oral and written communication skills to provide instruction and resolve issues.

**Factor 7 - Purpose of Contacts**

The purpose of the contacts is to exchange information to follow national and local guidelines regarding education and training and maintenance; identify both mandated and elective education and training courses and classes; ensure appropriate communication with technology management in supporting the database programs; identify and respond to VISN and VACO suspenses; instruct and assist in the use of the database programs and tracking of education and training. Incumbent assists staff, who may be frustrated, resistant or uncooperative, in accessing and completing required training and resolving problems with access and records conflicts. Contact may include delivery of face-to-face training, responding to e-mail and telephone support.

**Factor 8 - Physical Demands**

The work is mostly sedentary and computer-based. Typically, the employee sits comfortably to do the work. However, there may be some walking; standing; bending, and lifting of equipment weighing less than 40 pounds. No special physical demands are required to perform the work.

**Factor 9 - Work Environment**

Work is usually performed in offices, meeting rooms, classrooms, or similar settings involving everyday risks or discomforts. The work area is adequately lighted, heated, and ventilated.

**OTHER SIGNIFICANT FACTS:****Bloodborne Pathogens**

This position requires no exposure to blood borne pathogens, body fluids, and other potentially infectious materials and no exposure to TB which would require use of a HEPA respirator.

**Customer Service:**

Meets the needs of customers while supporting VA missions. Consistently communicates and treats customers (veterans, their representatives, visitors, and all VA staff) in a courteous, tactful, and respectful manner. Provides the customer with consistent information according to established policies and procedures. Handles conflict and problems in dealing with the customer constructively and appropriately.

**ADP Security:**

In the performance of official duties, incumbent has access to printed and electronic files containing sensitive information, which must be protected under the provisions of the Privacy Act of 1974 and other applicable laws and regulations. The employee is responsible for 1) protecting that information from unauthorized deletion, and 2) following applicable regulations and instructions regarding access to computerized files, release of access codes, etc. as set out in the computer access agreement and VA Policy memorandums.

**Privacy:**

In the performance of official duties, the employee has regular access to printed and electronic files containing sensitive data which must be protected under the provisions of the privacy Act of 1974 and the other applicable laws, Federal regulations, Department of Veterans Affairs statues and policy, and VHA policy. The employee is responsible for 1) protecting the data from unauthorized regulations and instructions regarding access to computerized files, release of access codes, etc. as set out in a computer access agreement which the employee signs.