Employee Group: Professional Technical Employees
Reports to: Information Systems Manager
Supervises: Classified Staff
FLSA Status: Exempt
Compensation Level: Technology Level D

JOB SUMMARY: The Software Application Trainer is a dedicated role responsible for developing, executing, and maintaining a district-wide professional development and training model for school district personnel on non-instructional software tools. Primary systems include the district's Student Information System, Enterprise Resource Planning (ERP) systems (finance and HR operations), website administrative and editor tools, and mass communication platforms. This position designs flexible, role-based curricula and training modalities (in-person, virtual synchronous, asynchronous/self-paced modules, and small-group consultations) tailored to the learning styles, schedules, and work constraints of distinct cohorts. This position administers and supports user permissions related to the district's website development and mass communication tools. The position supports family access to the district's parent portals, and the position serves as a back-up for essential Information Systems support functions.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES:

- **Training Model & Curriculum Development:**
    - Collaborate with Information Systems leadership and technical analysts to establish and refine a district-wide professional development framework for selective, non-instructional applications.
    - Design, organize, and maintain structured role-based training programs, onboarding pathways for new hires, and seasonal/annual refreshers linked to key school calendar milestones.
    - Collaborate with district leadership on strategies and tools for effective delivery to district staff.
- **Training Execution & Cohort Support:**
    - Deliver high-quality training presentations and hands-on workshops in multiple formats (large/small group, 1-on-1, and virtual) tailored to staff availability and technical proficiency.
    - Differentiate instruction to address specific workflow needs across employee cohorts (e.g., office staff, teachers, counselors, administrators).
    - Maintain asynchronous/self-paced learning options to allow staff flexibility in completing required software training.
    - Design, facilitate, and maintain accessible family-facing training resources, multilingual guides, and onboarding sessions to support parents and guardians in navigating district software systems (e.g., student information systems and communication platforms).

- **Documentation Management & Knowledge Hub:**
    - Develop interactive e-learning modules, job aids, quick-reference guides, and video tutorials using media tools.
    - Manage and continuously enrich the Technology Department's knowledge base/hub, ensuring user documentation is accurate and up to date.
- **Collaboration & Continuous Improvement:**
    - Partner with systems analysts to transition system configurations, updates, and vendor release information into user-friendly training content.
    - Collaborate with business services, payroll, and additional administrative teams.
    - Solicit feedback from training participants, evaluate training effectiveness, and analyze helpdesk support trends to address common user challenges and skill gaps.
    - Research and evaluate emerging adult education methodologies, software training tools, and instructional technologies to continuously improve service delivery.
- **Software Support**
    - Permissions user access for the district's website and mass communication tools.
    - Troubleshoots user access related to the district's website and mass communication tools, along with collaboration with the Information Systems team on data integration issues.
    - Provides direct login support to parents and guardians for selective software systems.
    - Serves a back-up for troubleshooting employee login issues into selective software systems and for other essential Information Systems support functions.
- **Other Duties:**
    - Ensure compliance with state and federal laws, OSPI regulations, and school board & district policies.
    - Perform related duties as assigned to support district technology operational goals.

REQUIRED QUALIFICATIONS:

Education and Experience:

- **Associate's Degree** in Computer Science, Information Technology, Educational Technology, or a related field, AND **four (4+) or more years** of relevant experience in software training, user support, or system application administration*.

** Human Resources may consider work experience, certification equivalency, and continuing*

education as an alternative to the degree when assessing this required.

Licenses/Special Requirements:

- Latest Version of ITIL Foundations Certification (or ability to obtain within one year of hire date)
- Valid Washington State Driver's License
- Must have a reliable method of transportation.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Adult learning principles, instructional design frameworks, and effective professional development practices.
- E-learning design tools, video creation and editing software, and web conferencing applications (e.g., Google Meet).
- Student data privacy regulations, including FERPA guidelines.

Skill in:

- Public speaking, group facilitation, and presenting technical concepts clearly to diverse audiences with varying levels of computer literacy.
- Authoring clear, concise, and structured written documentation, job aids, and knowledgebase articles.
- Developing multimedia training resources and interactive online learning modules.
- Customer service and building positive relationships within an IT service model.

Ability to:

- Assess training needs across different employee cohorts and adapt instruction to meet varying schedules and learning styles.
- Translate complex technical workflows into straightforward, user-friendly procedures.
- Manage multiple training priorities, establish timelines, and complete projects independently.
- Establish and maintain effective collaborative relationships with district staff, administrators, vendor representatives, and technology team members.
- Maintain confidentiality of sensitive information.

PREFERRED QUALIFICATIONS

- **Bachelor's Degree** in Educational Technology, Instructional Design, Adult Education, Information Technology, Business Administration, or a related field, AND **two or more (2+) years** of experience designing and delivering software training, adult instruction, or professional development programs.
- K-12 non-instructional software applications, including Student Information Systems (SIS, e.g., Skyward Qmlativ), Enterprise Resource Planning (ERP) systems, website

content management tools (e.g., FinalSite), and district mass communication platforms (e.g., ParentSquare).

- WASBO training/certificates in payroll, accounting, financial management, purchasing, or etc.
- K-12 school district accounting, finance, HR, and payroll practices.
- ATD Certified Professional in Talent Development (CPTD)/Associate Professional (APTD)
- CompTIA Certified Technical Trainer (CTT+) or equivalent certification.
- Bi-lingual/Multilingual preferred, but not required.

WORKING CONDITIONS

Work is performed in an office environment/setting. May be exposed to moderate noise levels when working in server rooms. Occasionally required to work during non-business hours for emergencies or special events. May travel to various district locations to transport equipment or provide technical support. Required to perform extensive work at the computer display terminal.

PHYSICAL DEMANDS

Must be able to stand or sit for prolonged periods of time. Frequently required to sit, lift, carry, move about, see, hear and speak. Occasionally lifts and/or moves 10 to 20 pounds.

DISCLAIMER

The statements contained herein are intended to describe the general nature of work being performed. They are not intended to be an all-inclusive listing of work requirements. Any one position may not include all of the functions listed, nor do the examples listed include all functions and qualifications which may be found in positions of this class.

This position meets the professional exemption per WAC 296-128-530. The job duties test determined that this position does not meet the computer professional exemption (per WAC 296-128-535). An employee's actual job duties, not the job title or job description, determines if they meet the exemption requirements.

CLASSIFICATION HISTORY:

New: 10/2007 (Developed by HR)
Revised: 02/2009 (Including title change from "Information Systems Analyst")
Revised: 07/2015
Revised: 06/2022
Revised: 04/2024
Revised: 11/2026 (Title Change from Software Application Specialist to Trainer. No re-leveling require)