Enterprise E-Learning and Training Specialist

Position Details

Class Code: 1443
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: Pay Grade 58 on the Support Professional Salary Schedule
FLSA STATUS: NON-EXEMPT

Position Summary

Under direction, analyzes, designs, develops, implements, and evaluates enterprise training programs for Clark County School District (CCSD) employees. Responsible for training delivery through methods including packaged E-Learning and classroom instruction.

Essential Duties and Responsibilities

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Designs and develops E-Learning modules for CCSD employees using industry-standard software.
2. Delivers instructor-led training sessions to CCSD employees on enterprise software applications.
3. Researches and documents enterprise software applications to create manuals, quick references, and instructional videos.
4. Tests enterprise business systems in cooperation with Subject Matter Experts (SMEs); evaluates test results and assists in developing appropriate solutions.
5. Collaborates with technical/business system SMEs to develop storyboards and scripts for E-learning and virtual live training by conducting research, creating needs analyses, and developing appropriate training solutions for different

employee groups (administrative, licensed, support professional, and school police).

6. Supports school site-based technicians (SBTs) by developing/delivering technology training solutions via e-learning and classroom sessions.
7. Troubleshoots technical delivery issues across multiple platforms, devices, and web browsers.
8. Works independently and in teams to meet departmental training goals.
9. Designs instruction reflecting the diversity of learners and learner groups.
10. Creates, schedules, and maintains learning activities in CCSD's Enterprise Learning Management System (ELMS), including rostering, class completion, reporting, etc.
11. Coordinates and assists the User Support Services Help Desk with relevant enterprise application questions and analyzing/troubleshooting end-user service tickets, phone calls, and emails.
12. Functions as a team lead on assigned enterprise technical and business projects; responsible for tasks/assignments concerning training development and delivery.
13. Assists in coordinating/cooperating with CCSD Administrative Units, including Office of the Superintendent, Human Resources Division (HRD), Office of the General Counsel, Police Services, Facilities Services Unit (FSU), Business and Finance Unit (BFU), Operational Services Unit (OSU), the Assessment, Accountability, Research, and School Improvement (AARSI) Division, and all CCSD schools, consultants, and vendors.
14. Demonstrates creative skills in designing and developing E-learning modules, including attention to layout, color theory, typography, graphics, navigation, branching, simulations, and other user-focused considerations.
15. Creates, implements, and evaluates effective assessments (tests, quizzes, surveys, etc.).
16. Assists in configuring and maintaining technology/equipment used for training programs.
17. Participates in team projects, meetings, and professional learning sessions.
18. Participates in computer access security control procedures.
19. Conforms to safety standards, as prescribed.
20. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Involves excellent professional and interpersonal skills to work independently and in teams to create and deliver effective E-Learning or classroom learning solutions to all CCSD employees.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge and understanding of learning models (Analyze, Design, Develop, Implement, and Evaluate [ADDIE], Bloom's Taxonomy, Kirkpatrick's Model [Levels of Training Evaluations], etc.) and their pertinence to adult learning.
2. Knowledge of personal computer/networking systems and software applications (industry-standard E-Learning platforms, multimedia software, and ELMS).
3. Ability to use the Articulate suite of E-Learning products to create E-Learning modules.
4. Ability to use Microsoft Word and PowerPoint, including the use of styles, table of contents, headers/footers, page numbering configuration, tabs, tables, multimedia integration (graphics, video, audio), animation, transitions, and timings.
5. Ability to use productivity and E-Learning industry-standard software, including Microsoft Office, Camtasia, Snagit, Adobe Photoshop, Adobe Audition, and Google applications (Mail, Calendar, etc.).
6. Ability to work with SMEs across schools and departments to develop training materials in various formats.
7. Ability to rapidly master software programs used in business and course authoring projects.
8. Ability to upload and configure E-Learning content, including shareable content object reference models (SCORM), into CCSD ELMS.
9. Ability to create and maintain end-user documentation for enterprise technical and business systems; updates the training website with training resources (manuals, quick guides, videos, etc.).
10. Ability to communicate effectively with technical and non-technical stakeholders; collaborates with individuals of diverse cultural and professional backgrounds.
11. Possesses presentation technology knowledge (developing videos, delivering live training sessions, hosting webinars, etc.) and industry technology skills (interactive assessment products, instruction delivery systems such as ELMS and Canvas) needed to enhance training development.
12. Possesses intermediate hardware/software troubleshooting skills (computers, printers, microphones, cameras, mobile devices, web browsers, applications, internet connectivity issues, virtual private network [VPN], etc.).
13. Possesses multimedia design skills (web, graphics, video and audio production, etc.) to compliment instruction.

14. Possesses aptitude to learn new authoring tools and techniques, as needed.
15. Demonstrates organizational skills, ability to prioritize tasks, maintain a high level of attention to details, and manage several projects simultaneously.
16. Participates in quality assurance reviews and functionality and usability testing.
17. Maintains knowledge of the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act, and how they pertain to training resources and E-Learning development.
18. Ability to recognize and report hazards and apply safe work methods.
19. Possess physical and mental stamina commensurate with the responsibilities of the position.

Position Requirements

Education, Training, and Experience
1. High school graduation or other equivalent (General Educational Development [GED], foreign equivalency, etc.).
2. Five (5) years' experience in computer systems, enterprise business applications support, or documented end-user training, and one (1) additional year of progressively-detailed, professional experience using advanced productivity suite software such as Microsoft Word, PowerPoint, and Excel; or,
Associate degree from an accredited college or university (or two [2] years' college coursework) in instructional design, education, computer science, or business management, and three (3) years' experience as described above, with one (1) additional year of productivity suite software experience.
3. Demonstrated video or E-Learning project creation using Articulate Storyline, Articulate Presenter, Camtasia, or any other industry-related software.

Licenses and Certifications
Applicant/employee must be able to provide their own transportation.

Preferred Qualifications
None specified.

Document(s) Required at Time of Application
1. High school transcript or other equivalent (GED, foreign equivalency, etc.).
2. College transcript(s) from an accredited college or university, if applicable.
3. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

CCSD Employee Business Training (User Support Services), schools, and offices.

Work Environment

Strength

Medium – exert force of 25-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, climbing, crouching, reaching, handling, lifting, carrying, and repetitive fine motor activities. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near/far acuity and color vision. Vision to read printed and online materials, Video Display Terminal screens, or other monitoring devices.

Environmental Conditions

Varies from climate-controlled office settings to work outdoors, with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to very loud for occasional to frequent time periods.

Hazards

Furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

Computers, printers, scanners, copiers, telephones, fax machines, etc.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 04/15/25
- Created: 07/13/21