



**USC** University of  
Southern California

## Senior Training Analyst (ITS)

### Job Description

#### JOB INFORMATION

<i>Job Code:</i>	117523
<i>Job Title:</i>	Senior Training Analyst (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	
<i>Job Family:</i>	Training & Development
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	7 Individual Contributor

#### JOB SUMMARY

Manages training material design, development, maintenance and delivery, aligning learning objectives with ITS culture and standards. Responsible for driving and delivering innovative professional development programming and resources for staff and a broad range of customers, partners, and key stakeholders. Demonstrates ITS values in action.

#### JOB QUALIFICATIONS:

##### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
	X	Bachelor's degree	Business Administration	Or
	X	Bachelor's degree	Education	Or
	X	Bachelor's degree	Communication	Or
	X	Bachelor's degree	Human Resources Management	Or
	X	Bachelor's degree	Information Science	Or
	X	Bachelor's degree	in related field(s)	

##### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education

##### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		5 years	
	X	8 years	

##### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Exemplary analysis, planning, and project management skills, with proven ability to interpret, analyze, and apply pertinent policies, procedures, regulations, and requirements.
X		Excellent written and oral communication skills, with proven ability to develop positive working relationships and strong rapport with team members and various stakeholders.
X		Firm understanding of working inside/with large, complex organizations.
X		Proven ability to develop and deliver effective training programs for a broad range of IT and/or business professionals, along with instructional design experience and knowledge of adult learning principles.
	X	Experience developing web- and computer-based training courses using Adobe Captivate software, or similar.
	X	Experience in education/professional training, organizational development, IT, and/or higher education.
	X	Firm understanding of IT business processes, and higher education institutions and staff.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees the delivery of training sessions in managed classrooms and auditoria throughout the university, and leads material design and maintenance of training programs and activities. Designs and executes a master training plan, determining optimal delivery vehicles to meet demand within budget constraints. Regularly reviews and revises training catalog to assure optimal fit with the organization's needs.				
Prepares trainers to deliver sessions using "train-the-trainer" model within ITS and ITS-supported university projects. Optimizes training schedules in alignment with organizational initiatives and projects. Tracks and assesses emerging learning tools and methodologies, and best practices in technology, higher education, and other relevant industries, enabling staff professional development and performance improvements.				
Drives optimal impact of training activities and ensures continuous improvements, developing and evaluating frameworks to measure effectiveness. Performs needs assessments to determine the appropriate mix of training courses for different stakeholder groups. Consults with project teams (e.g., software implementations), developing project-specific training plans as needed. Works with key ITS and external stakeholders to develop holistic standards and strategies for events, councils, and campus-wide initiatives.				
Supports the engagement, culture, and communications team's vision, developing resources that leverage innovative technology tools aligned with ITS needs and capacities. Aids the cultivation of an inclusive culture and environment, and actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service) through the implementation of standards and cost-effective, leading solutions.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>

<i>Campus Security Authority (CSA)</i>	<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>	No

**ACKNOWLEDGMENTS**

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

_____	_____	_____
Print Employee Name	Signature	Date
_____	_____	_____
Print Manager Name	Signature	Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.