

Talent Development Technician

JOB TITLE: Talent Development Technician

FLSA STATUS: Non-exempt

GRADE: 37

DEPARTMENT: Strategic Services

APPROVED DATE: 11/2016

REVISED DATE: 06/2018, 02/2022, 07/2023

Job Summary

The Talent Development Technician provides technical and specialized administrative support for learning and development solutions and initiatives that achieve employee performance goals and organizational objectives.

This position contributes to the learning and growth of the organization's employees who provide library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Identify, define, and articulate technology requirements to support learning and talent development solutions.
2. Implement, manage, and maintain the organization's learning management system (LMS). Educate staff on system usage and manage course library, curricula, and career learning paths.

3. Create e-learning courses and curricula for employees, including, but not limited to, organizational software applications.
4. Design, develop, and implement qualitative and quantitative data collection methods, techniques, and tools to evaluate and communicate return on investment (ROI) for all organizational learning and development training and programs to stakeholders, in collaboration with EDI & Talent Development team.
5. Perform effective office administration for communicating and processing organizational workflows for staff attending internal and external learning opportunities.
6. Produce and/or train virtual and in-person learning for employees as needed.
7. Exhibit excellent customer service skills in assisting employees, internal subject matter experts, and external vendors to design and deliver learning and development programs.
8. Create and/or edit departmental communications, reports, presentations, and spreadsheets using multiple platforms and modalities.
9. Arrange for training facilities or virtual platform/software solutions, schedule learning sessions, and coordinate with trainers to ensure effective delivery of learning solutions.
10. Assist Talent Development and EDI team with ongoing organizational, departmental, and individual learning and development needs assessments.

Additional Duties and Responsibilities

1. Perform specialized duties in support of department services as directed.
2. Serve on system committees as assigned.
3. Attend meetings, trainings, and workshops as assigned.
4. Assist with special projects as required.
5. Train new staff as needed.
6. Perform other duties as assigned.

Supervision

The position reports to the Talent Development Manager. Supervision of the work of others is not a normal part of this job; however, the position may guide the project work of volunteers or temporary staff.

Knowledge, Skills, and Abilities

1. Ability to operate with a high level of proficiency MS Office products and complex relational databases, such as learning management system or human resources information system.
2. Apply to apply instructional models, methods, and techniques for planning, designing, and developing instructional content.
3. Skilled in e-learning software applications.
4. Ability to apply models and methods to evaluate the impact of learning and talent development solutions, for example observations, interviews, focus groups, surveys, and/or assessments.
5. Apply criteria to assess the quality and relevance of instructional content in relation to desired learning and behavioral outcomes.
6. Strong analysis and synthesis skills ? the ability to compile and communicate insights drawn from the collected information.
7. Ability to edit and streamline information for various forms of communication and documentation, including learning notices, reports, and curricula.
8. Has high proficiency, awareness, skills, and tools to uphold the principles of equity, diversity, and inclusion in the workplace and community.
9. Ability to provide effective verbal and written communication skills.
10. Ability to communicate effectively with diverse audiences.
11. Strong customer service skills.
12. Strong organization and attention to detail.
13. Ability to work cooperatively and maintain effective interpersonal skills with the public and coworkers.
14. Ability to work independently and to set priorities.
15. Protect the strictest confidence of highly confidential and sensitive information.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. High School diploma or G.E.D. required. Associate degree preferred.

2. These skills and abilities typically are acquired through a combination of training and experience including education or training in business administration or public administration at a college level, or equivalent combination of training and experience.
3. Three years of related office administration experience required or equivalent combination of technical training and related experience.
4. Experience providing training is preferred.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent is required to operate computers for extended periods of time. The incumbent may occasionally move objects or materials weighing up to 25 pounds, in addition to setting up and arranging facilities and equipment for training.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.

Incumbents may travel to various sites in various weather and traffic conditions. To accomplish this travel, the incumbent must be able to drive and hold a valid Washington State driver's license or to make independent arrangements for such transportation.