

## BICSI JOB DESCRIPTION

**Job Title:** Delivery ICT Training Specialist  
**Department:** Professional Development  
**FLSA Status:** Exempt  
**Reports to:** Director of Training Delivery & Operations  
**Approved:** Penni Ferguson Director, TD&O  
**Date:** July 1, 2020

### Office Use Only

**Grade:** 25  
**Job Code:** 11  
**EEO Code:** 20

### OUR MISSION

BICSI is a global professional association supporting the advancement of the information and communication technology (ICT) profession. Our vision is to be the preeminent resource for the connected world with focused values in leadership, excellence, innovation, integrity & inclusion.

### SUMMARY

The primary role for this position will be to serve as a remote/traveling Instructor delivering and teaching BICSI training programs. The secondary role is to serve as a subject matter expert in the field of ICT.

### SUPERVISORY ROLE

Supervises no employee(s).

### DUTIES/RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The responsibilities listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Serves as class trainer for remote classes and at BICSI HQ as needed

- Practices excellence in teaching and instruction
- Follows all association policies and procedures related to instructional activities
- Follows BICSI approved curriculum when training in the classroom
- Uses effective teaching and learning strategies to communicate subject matter to students
- Maintains current knowledge of industry practices related to the delivery of instructor-lead, blended and facilitated online courses
- Maintains knowledge of industry practices through engagement in academic, professional and technical development activities
- Plans and organize instruction in ways to maximize student learning
- Meets and assist students reasonable requests
- Engages in academic, professional and technical updating activities
- Represents BICSI in a positive and professional manner at all times
- Supports and promotes BICSI programs and services

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Serves as Subject Matter Expert

- Works with Instructional Designers and Technical Editors as content experts; responds promptly to their requests
- Responds to Member requests regarding technical information
- Responds promptly to phone and email requests for information; internal and external requests
- Adheres to and promotes BICSI's position as it relates to standards, codes and technical practices
- Maintains current knowledge of industry practices, procedures, codes, standards and operations
- Review and analysis of internal and external subject matter and assigns appropriate continuing education credits in accordance with established policy and procedures

Serves as Quality Control Specialist

- Performs audits of
  - Third Party ATF's, ADTP's, Labs and Classes
- Closely adheres to established policy and procedures for conducting audits
- Prepare reports and recommended actions after conducting audits
- Builds and maintains appropriate relationships with vendors

Other duties

- Inventory control of classroom materials
- Donation fund raising of discounted tools, equipment for classroom materials
- Classroom upgrades/maintenance
- Mobile classroom inventory, maintenance and upgrades
- Assists with the T-3 (train the trainer) process & evaluations

As with all members of the PD Department, serves as a liaison and representative for member needs including, but not limited to, the following:

- Responds promptly to miscellaneous member and nonmember inquires, via telephone, email or other such appropriate method
- Maintains awareness of member needs/concerns
- Evaluates and forwards member concerns to department management

Performs other duties as assigned.

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## REQUIRED SKILLS/ABILITIES

### Computer Skills:

To perform this job successfully, and individual should have through knowledge of:

- Word
- Excel
- PowerPoint
- Outlook
- Internet
- Customer database systems

### Math Ability:

In addition to the basic math skills, the ability to perform the following math skills are required:

- Area and geometrical calculations
- Understanding and interpreting graphs
- Calculating fractions and percents

Measurement requirements include understanding and conversion of metric and empirical numbers. The accurate recording and communication of measurements, calculations, and data are an integral part of the success of this position

- Excellent verbal and written communication skills
- Excellent interpersonal and conflict resolution skills
- Excellent organizational skills and attention to detail
- Strong analytical and problem-solving skills
- Strong supervisory and leadership skills

## TRAVEL

50-75% including: offsite teaching, BICSI conferences, third party training facility audits, and possible industry events. International travel may be required. Must be able to obtain a US Passport.

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### EDUCATION AND EXPERIENCE

- Bachelor's Degree or equivalent experience required
- Two years training and development experience required
- RCDD certification or any other BICSI Credential required
- Installation experience highly preferred
- ICT Technician credential highly preferred
- Prefer experience in not-for-profit environment
- Low-voltage distribution design is a plus.
- ASTD certification preferred
- Proficient with Microsoft Office 365 suite or related software

### PHYSICAL REQUIREMENTS

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

The regular work schedule is 40.0 hours per week (Monday-Friday; daytime) and may require additional hours/overtime, as necessary. Must occasionally lift and/or move up to 250-pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus and ability to match or detect differences between colors, including shades of color and brightness. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use fingers and hands or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The work environment is as follows: professional office environment; the noise level in the work environment is usually moderate.

### COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

**Analytical** – Collects and researches data; Uses intuition and experience to compliment data; Designs workflows and procedures.

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**Problem Solving** – Identifies and resolves challenges in a timely manner; Develops alternative solutions; Works well in problem solving situations; Uses reason even when dealing with emotional topics.

**Project Management** – Potential to: coordinate projects; Communicate changes and progress and manage project team activities; Complete projects on time within.

**Customer Service** – Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Interpersonal** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to other ideas and tries new things.

**Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

**Teamwork** – Balances individual responsibilities; Exhibits objectivity and openness to others' views; gives and welcomes feedback; Contributes to building a positive team spirit.

**Change Management** – Builds commitment and overcomes resistance; Supports those affected by change with a positive attitude.

**Leadership** – Exhibits confidence in self and others; Inspires respect and trust; Accepts feedback from others; Displays passion and optimism.

**Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Cost Consciousness** – Works within budget; Conserves organizational resources.

**Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

**Adaptability** – Adapts to changes in the work environment; Manages priorities and competing demands; Able to deal with frequent change, delays, or unexpected events.

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**Attendance/Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

**Initiative** – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Innovation** – Meets challenges with resourcefulness; Generates suggestions for improving work; Presents ideas and information in a manner that gets others' attention.

**Judgment** – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation** – Sets and achieves challenging goals; Demonstrates persistence; Measures self against standard of excellence.

**Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources when necessary; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration; Performs with integrity.

**Quality** – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** – Meets or exceeds productivity standards; Completes work in timely manner; Strives to increase productivity.

### GENERAL SIGN-OFF

I understand that this job description describes the general nature and level of the work performed, and that it is not an exhaustive list of all duties and responsibilities. Furthermore, I understand that BICSI

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reserves the exclusive right to amend and change my job responsibilities in order to meet business and organizational needs, as necessary.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_