Advancement Training Manager

The University of Guelph is committed to equity in its policies, practices, and programs, supports diversity in its teaching, learning and work environments, and ensures that applications for members of underrepresented groups are seriously considered under its employment equity policy. All qualified individuals who would contribute to the further diversification of our University community are encouraged to apply.

Professional/Managerial Group

Advancement Training Manager

Alumni Affairs and Development

Temporary full-time from February 2016 to February 2018

Hiring #: 2016-0045

Please read the Application Instructions [1] before applying

This role is responsible to design and deliver testing and training programs for Alumni Affairs and Development (AA&D) staff plus other end users who use AA&D products. By defining, developing and executing a training agenda and curriculum, the candidate will develop ongoing training strategies. The success for this role includes identifying staff training needs, translating needs into highly customized training materials for a team of professional staff, creating short and long range training plans and the management of ongoing development of team training.

A successful candidate will take a leadership role in skills development for advancement staff in various roles and job levels. Reporting to the Associate Director Information Systems, the Advancement Training Manager will facilitate learning opportunities for, and provide hands on training to staff across campus. The trainer will be a repository for all business processes and best practices and share in the staff success in their roles. A key part of this role is to identify how technical changes may impact existing business processes. This is done by coordinating unit testing of changes to the enterprise system to ensure the business impact is managed appropriately.

The Advancement Training Manager works closely with other members of the Advancement Services team as he/she develops and delivers technology training for staff. This is done through a variety of methods including formal classroom training, end-user and technical professional orientations, web-based training, and other venues determined to be effective for meeting the skills development requirements for the database and other systems. The incumbent helps with ongoing, long-term improvement of employees’ skills, enabling them to fulfil their potential with the organization.

Requirements of the position include: a university degree in computing or related field and several years’ experience supporting the technical and business components of an enterprise system; experience in Higher Education Advancement with a focus on Blackbaud CRM. Additional assets include professional designations Certified Training Practitioner and/or Business Process Management such as ITIL.

Classification P04*

*Tentative evaluation

Posting Date: 2016 02 19
Closing Date: 2016 03 04

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[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply