



TN Department of **Human Services**

Training Officer 1 (Remote) **Learning Data Coordinator** **(Technical Unit)**

Job Location: 505 Deaderick Street, Nashville TN 37243

ABOUT POSITION

The Division of People Operations – Learning & Development has an immediate opportunity for a Training Officer 1 in the Technical Unit. This position serves as the Learning Data Coordinator for the People Operations division. The ideal candidate is an experienced learning professional with proficiency in data reporting/management, learning management systems (Edison ELM), survey administration and management (Survey Monkey), and Adobe Experience Manager (AEM). Candidates are expected to meet the needs of generationally diverse learners and a customer and service focused organization. This position reports directly to the Technical Unit Director.

The position will be AWS - Alternate Workplace Solution (Remote/Work from Home)

RESPONSIBILITIES

- Download learning data from various sources to create ongoing reports for internal and external customers within specified timeframe
- Manage and maintain SharePoint work order request systems; review work orders for clarity, consistency, and completeness; assign and update status; generate production reports
- Serve as Survey Monkey Administrator; manage and maintain account; create and manage surveys for internal and external customers; review survey edits/additions for accuracy download and distribute results; generate reports as requested
- Serve as DHS Administrator and subject matter expert (SME) for Edison Enterprise Learning Management (ELM); create and manage courses/classes; review current ELM queries for usability; develop, request, and test new queries; provide ELM enrollment assistance to learning directors, managers, and facilitators; collaborate with and contribute to Edison ELM workgroup meetings and projects
- Serve as Access Control Provisional System (ACPS) Coordinator for Talent Management and Learning & Development; request access for new staff and manage changes to resource access for existing staff; ensure requests for access are completed timely
- Monitor TMLD help desk and resolve customer issues with Edison ELM and related topics to ensure customer satisfaction
- Manage and update the DHS Online Calendar; ensure accuracy and timeliness of learning event information
- Serve as back-up to Edison/WebEx Coordinator; collaborate with team members on special assignments
- Keep abreast of industry trends and new/emerging practices/technologies related to learning management systems

DHS MISSION:

To build strong families by connecting Tennesseans to employment, education and support services

DHS VISION:

To revolutionize the customer experience through innovation and a seamless network of services

DHS VALUES:

- High Performance
- Collaboration
- Continuous Improvement
- A Shared Vision
- Customer-Centered Solutions

Unique Benefits

- Pension
- 401K Match
- Family Tuition
- Paid holidays
- Career Mentoring
- Emotional Health/Wellness Programs



QUALIFICATIONS

- Bachelor's degree from an accredited college or university and experience equivalent to two years of full-time professional work in one or a combination of the following: academic teaching, educational administration, development of instructional materials for academic programs, or training
- Substitution of Education for Experience: Additional graduate course work in one or a combination of the following may be substituted for the required experience on a year-for-year basis, to a maximum of two years: 1) Human Resources Management; 2) Industrial/Organizational Psychology; or 3) any field related to the design or evaluation of curriculum and related instructional processes, including, but not limited to Curriculum and Instruction, Educational/Instructional Media Design, or Educational Evaluation, Research, and Statistics
- Substitution of Experience for Education: Any teaching or training experience, or any remaining professional experience may be substituted for the required education, on a year-for-year basis, to a maximum of four years; or one year of professional experience in delivering workforce training with the State of Tennessee
- Preferred: subject matter expertise in Edison ELM, Survey Monkey, and Adobe Experience Manager (AEM); experience in data reporting/management; proven ability to establish positive, collaborative relationships
- Flexible work style: ability to handle the pace of the environment with unexpected changes and competing priorities

Competencies

- Collaboration
- Customer Focus
- Dealing with Ambiguity
- Decision Quality
- Priority Setting
- Problem Solving
- Process Management
- Technical Learning

For Information regarding State of Tennessee benefits please [click here](#).

How to apply:

- To be considered for the Training Officer 1 position with the Tennessee Department of Human Services,
- Active state employees must apply for career opportunities directly through [Edison self-service](#) by February 17, 2022 at 5:59 a.m. Central Standard Time.
- The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

Applicants may be subject to background check. Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.)

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.