

**CLASS TITLE: Training and Development Analyst**

**CHARACTERISTICS OF THE CLASS:** Under general supervision, the class designs, develops, and delivers existing and new instructor-led and self-paced training programs in various subject areas; and performs related duties as required.

**ESSENTIAL DUTIES:** Plans, conducts and evaluates existing training programs and develops new programs to meet the training needs of city departments and provide development for employees; develops course outlines, determines instructional methods and delivers training programs; researches, develops and implements new methods of training and delivery; designs and develops new and modifies existing instructional materials, including workbooks, skill building and role playing exercises, case studies, handouts and other materials; acts as an instructor or facilitator and collaborates with other instructors to deliver training; uses individual and group interviews and survey instruments to conduct needs analysis; gathers information to identify training needs, performance and training gaps; implements tools to evaluate effectiveness of training programs; evaluates participants feedback, identifies performance and training gaps and modifies instructional materials; develops new and revises existing curricula to enhance existing programs in response to program evaluations; prepares and organizes materials in preparation for training programs; maintains records documenting training activities and prepares work productivity reports.

**RELATED DUTIES:** Coordinates registration and enrollment for assigned workshops and programs.

**MINIMUM QUALIFICATIONS:**

Training and Experience. Graduation from an accredited college or university with a Bachelor's degree in Instructional Design, Education, Communications, Human Resource Management, Business Administration, Public Administration or a directly related field, supplemented by four years of work experience designing, developing and facilitating training in a public/private sector environment.

Knowledge, Abilities and Skill. Good knowledge of city's employee development and training programs. Good knowledge of procedures for developing training programs and creating training materials. Good knowledge of methods for assessing employee development and training needs. Good knowledge of employment laws and acts. Good knowledge of various computer software packages.

Ability to provide instruction and conduct training programs. Ability to develop and facilitate training and development programs. Ability to conduct training needs assessments. Ability to prepare reports on training activities and programs. Ability to operate a personal computer.

CLASS TITLE: **Training and Development Analyst (Cont'd)**

Good consultative and interpersonal skills. Excellent oral and written communication skills. Good skill in using MS Office software. Good organization skills.

Working Conditions. General office environment.

Equipment. Personal computers and standard office equipment.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

July, 2008  
City of Chicago  
Department of Human Resources