



IDENTIFICATION

Department		Position Title
Finance		Senior Research and Training Officer
Position Number	Community	Division/Region
15-13323	Yellowknife	Informatics Shared Services

PURPOSE OF THE POSITION

The Senior Research and Training Officer is responsible for the research, development, delivery and evaluation of the System for Accountability and Management (SAM) training modules and their related business process for the Government of the Northwest Territories (GNWT) and the Northwest Territories Housing Corporation (NWT HC) to provide the skills required to ensure consistency in financial processing. The incumbent manages the SAM training environment and the User Productivity Kit (UPK) development environments.

The incumbent also is responsible for customer service activities related to training and Help Desk and for the supervision of the Senior Trainer/Help Desk.

SCOPE

This position is located in Yellowknife and reports directly to the Manager, SAM Sustainment. This position is responsible for the research, development and deployment of SAM training modules and their related financial capacity and business process impacts. The training must be designed to ensure effective use of SAM and to assist with competency issues that may need to be addressed in moving forward with the Government's modern management initiative. The incumbent will be required to deliver training in Yellowknife and in Regional Centres.

The position has the prime responsibility for the implementation of training programs that ensure consistent financial application and compliance with the *Financial Administration Act*, GNWT financial policies and procedures, SAM procedures and related business processes, Generally Accepted Accounting Principles and Public Sector Accounting Board standards.

This position has responsibility for developing and delivering training plans for, but not limited to; Treasury, Accounts Receivable, Billing, Asset Management, Project Costing, Accounts Payable, General Ledger, Purchasing, Strategic Sourcing, Supplier Contract Management, and Expense modules.

This position is supported by other UPK trained staff that will assist in building the technical portion of training materials whenever possible. However, the responsibility for developing the main content will be with the Senior Research and Training Officer. This involves developing UPK for interactive online learning, as well as other training materials and aids that will be used during formal training courses, as well as "desk guides" to assist users in their day to day activities. It is the incumbent's responsibility to ensure all training material contains the appropriate content and is appropriate for the training target group. This position will work closely with the user group of GNWT/NWTHC finance managers to ensure customer satisfaction.

This position is responsible to draft an annual training plan and for the quality and timeliness of the overall development and delivery of the SAM training program. The incumbent is responsible for assessing user needs and identifying training requirements. This activity is set in the context of increasing the overall competency of system users as well as financial competencies of program manager as part of the GNWT's Modern Management Strategy.

The Senior Research and Training Officer is also responsible for the client focused services of the Help Desk. The incumbent is responsible to coordinate the development of materials for the SAM website. This involves maintenance of the material related to training and for the general messaging that is communicated through the website.

RESPONSIBILITIES

1. Researches and analyzes sources of training in order to make recommendations for implementation.

- Identifies gaps in existing training or areas for improvement.
- Conducts or identifies sources of system and business process training.
- Conducts training needs assessments to identify training requirements of financial and program staff.
- Reviews other sources of training for affordable options to expand the GNWT's ability to address its competency issues.

2. Develops and manages the delivery of SAM training modules.

- Develops training that is relevant to the varied GNWT/NWTHC audience.
- Develops system and business process training modules, handouts and course materials.
- Develops training modules that address approval processes on SAM authorities.

- Builds UPKs for online learning, with and without assistance from technical resource.
- Coordinates the development of training data with the Business Analysts and the staging of training data in the SAM training environment.
- Works closely with the appropriate Business Analysts and System Development/Security Officers to ensure that the training data is properly staged for training delivery and that the appropriate user security is provided for training events.
- Redesigns training as appropriate.
- Develops other training modules as required.
- Maintains the SAM SharePoint Site in relation to sustainment group communications and ensures materials, changes and communications to the user community and key stakeholders are published and made available to the user community in a timely manner.

3. Provides technical expertise and professional advice on government capacity building training initiatives.

- Participates in working groups with headquarters and regional Subject Matter Experts (SME's) on the delivery and evaluation of modules, training and processes.
- Monitors and reports on the success of training modules and provides feedback on updates and/or changes to modules.
- Identifies skills gaps and develops training plans to deal with gaps.
- Provides follow-up advice and guidance concerning training.
- Supports government wide competency building training initiatives associated with the GNWT's Modern Management Strategy.

4. Delivers training and workshops in headquarters and regional centres.

- Co-ordinates and/or delivers training sessions.
- Administers and monitors online learning tools.
- Administers and reviews assessments to ascertain levels of comprehension and readiness for new system changes.
- Provides feedback and recommendations to participants as required.

5. Leads internal workgroups in the identification and development of training requirements to enable staff to effectively & efficiently use the SAM system.

- Participates in SAM user group meetings.
- Communicates broadly to identify the levels of training required by function or position for all modules when building on current functionality, upgrading and for new functionality implemented.

6. Supervises Help Desk.

- Oversees Help Desk staff to ensure that they receive the training needed.
- Ensures that performance standards are tracked and a high standard is maintained.
- Monitors the entire SAM team's response to their Help Desk tickets.
- Ensure that Help Desk agents knowledge of SAM functionality is maintained.
- Ensure that coverage is sufficient at all times.
- Monitors for customer satisfaction.
- Monitors the issues and successes of the Help Desk function to ensure client satisfaction.

7. Provides ongoing training and support to ensure incumbents are successful.

- Develops "cheat sheets" and other job aids to help incumbents remember various SAM and accounting concepts.

8. Other related duties.

- Drafts materials that may be required for Ministerial briefing, decision papers, financial management board submissions and other documents as required.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent collaborative, written and verbal skills.
- Proven knowledge of financial accounting.
- Proven research, analytical, writing, communications and evaluating skills.
- Proven human relations skills to provide onsite training to a diverse workforce.
- Ability to develop training materials.

- Ability to facilitate training sessions, workshops, etc.
- Ability to be responsive under pressure.
- Ability to recognize and understand the three major learning styles - auditory, visual and tactile.
- Ability to work in a climate of change with a diverse group.
- Ability to be self-directed and adaptable.
- Strategic thinking ability.
- Ability to be successful in fast paced, matrixed and results-oriented environment.

Typically, the above qualifications would be attained by:

Completion of a Business Degree or equivalent majoring in finance. A minimum of three years of related experience is required, preferably in a provincial or territorial environment.

Experience working with Enterprise Resource Planning systems such as Oracle's PeopleSoft as well as a Certificate in Adult Education would be an asset.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

Travel to regional offices may be required approximately 10% of the time to provide training.

All upgrades and subsequent functionality implementation will take place over a defined period of time. As a result incumbent will be expected to deal with tight timeframes and a highly charged and frequently emotional environment.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☒ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check