



IDENTIFICATION

Department	Position Title	
Finance	Senior Trainer/Help Desk Officer	
Position Number	Community	Division/Region
15-13381	Yellowknife	Enterprise Resource Planning Systems/HQ

PURPOSE OF THE POSITION

The Senior Trainer/Helpdesk Officer is responsible for research, development, delivery and evaluation of SAM training modules and their related business process for all departments within the Government of the Northwest Territories (GNWT) and the Northwest Territories Housing Corporation (NWT HC) to ensure consistency in financial information. The position also plays an important role in developing and updating User Productivity Kit (UPK) online training and supports the Helpdesk Officer by ensuring that they have current information to base their support to users on and by acting as the prime backup Helpdesk administrator when the usual incumbent is not available.

SCOPE

This position is located in Yellowknife and reports directly to the Senior Research and Training Officer. This position is responsible for the research, development and deployment of SAM training modules and their related business process, designed to be appropriate for all GNWT Boards and Agencies to assist with the successful operation of SAM. The incumbent will be required to deliver training in Yellowknife and in Regional Centres as well as online and occasionally through email or by phone in specific circumstances.

The position plays an important role in the implementation of training programs that ensure consistent application and compliance with the Financial Administrative Manual (FAM) policies, the *Financial Administration Act*, and SAM procedures and its related business process.

This position has responsibility for developing and delivering training plans for, but not limited to, the current modules implemented within SAM. This position is both supported by staff that will build technical portion of the UPK content and required to build and or modify

depending on resource availability. All UPK must be vetted by the incumbent as well as their supervisor, Business Analyst, and the Special Projects and Policy Development Officer for its relevance in a particular module and the particular target audience. A key objective is to develop common training material.

This position significantly impacts the overall development and delivery of the SAM training program by ensuring GNWT and NWT HC staff have the necessary skills to ensure the successful utilization of SAM's functionality. This position also plays an integral role in identifying training requirements and assessments necessary to facilitate the certification of expenditure and accounting officers, modern management initiatives (training for managers to increase capacity) and the implementation and operation of the Financial Shared Services Centre.

The Senior Trainer/Helpdesk Officer also supports the helpdesk by ensuring that the Helpdesk Officer has received all the latest in training and any other tools they can use to help end users adapt to SAM. As well when Helpdesk Officer is absent the incumbent will either directly or indirectly ensure that the Helpdesk is being administered and inquiries addressed.

RESPONSIBILITIES

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

- Conducts or identifies sources of system and business process training.
- Conducts training needs assessments to identify training needs of financial and program staff.
- Conducts research on system requirements for validation of spending and payment authorities.

2. Develops and maintains SAM training modules.

- Relates all training concepts to the varied GNWT audience.
- Develops system and business process training modules, handouts and course materials.
- Develops training modules that address both spending and payment authorities.
- Redesigns training as appropriate.
- Develops other training modules as required.

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 delivery and evaluation of modules, training and processes.
- Monitors and reports on 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.
- Provides input into the prioritization of training and other training planning activities.

- 4. Delivers training and workshops in headquarters and regional centres.**
 - Co-ordinates and delivers training sessions.
 - Administers and reviews assessments to ascertain levels of comprehension and readiness for new system.
 - Provides feedback and recommendations to participants as required.
- 5. Assists the SAM team with the identification and development of training requirements to enable staff to effectively & efficiently use the new ERP system.**
 - Assists with the identification of the levels of training required by function or position for all modules, not only those that incumbent is directly responsible for.
 - Develops training for both the existing modules of the financial system and those that are expected to be released over time.
- 6. Ensures that UPK is being developed that is meaningful and relevant to the SAM environment.**
 - Researches SAM and business process for an activity and creates UPKs that are published to address a gap or new training requirement.
 - Reviews UPKs for possible improvement.
 - Where other resources create the UPK the incumbent is responsible for the review and approval of the content.
- 7. Provides ongoing training and support to ensure incumbents are successful.**
 - Mentors onsite coaches, general staff and managers.
 - Develops "cheat sheets" and other aids to help incumbents remember concepts.
- 8. Acts as support to Helpdesk.**
 - Supports the Helpdesk Officer by ensuring the timely receipt of any new training and/or training material.
 - Supports the Helpdesk by acting as Helpdesk administrator to ensure the uninterrupted availability of Helpdesk support to GNWT and NWT HC.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

Will be required to travel to the communities.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent collaborative, written and verbal skills.
- Proven financial skills and good 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 and results-oriented environment.

Typically, the above qualifications would be attained by:

Completion of a Relevant degree (Business, Accounting, Finance, etc) would be required. A minimum of three (3) years of related experience is required, preferably in a provincial or territorial environment. An equivalent combination of education and experience will be considered.

Experience working with ERP systems such as Oracle's PeopleSoft would be an asset. Training role experience would be an asset too.

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

French language (check one if applicable)

- ☐ French required (must identify required level below)
Level required for this Designated Position is:
ORAL EXPRESSION AND COMPREHENSION
Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
READING COMPREHENSION:
Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
WRITING SKILLS:
Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☐ French preferred

Indigenous language: Select language

- ☐ Required
- ☐ Preferred