

YOUR EFFORTS WILL MAKE FI\$Cal A SUCCESS

DUTY STATEMENT

CLASSIFICATION TITLE	DIVISION NAME
Analyst II	Business Operation and Solutions Division
WORKING TITLE	OFFICE/SECTION/UNIT
Training & Learning Management System Administrator	Workforce Development Center, Client Training Section, Training Support Unit
EMPLOYEE NAME	POSITION NUMBER
VACANT	333-450-5393-015

You are a valued member of the Department of FISCAL. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

GENERAL STATEMENT

Under the general supervision of the Supervisor I, the Analyst II is responsible for the overall administrative maintenance, user support, and operational management of the FI\$Cal Learning Center (FLC). This position ensures the efficient delivery of high-quality training programs and user experiences by maintaining system configurations, supporting learners and stakeholders, and coordinating training activities. The incumbent collaborates closely with management, technical teams, and subject matter experts to ensure that training content, processes, and system enhancements align with organizational goals and policies.

SUPERVISION RECEIVED

Reports directly to the Supervisor I.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

<u>% OF TIME</u>	<u>ESSENTIAL FUNCTIONS</u>
50 %	Administrative Maintenance of the Learning Management System: FI\$Cal Learning Center (FLC) • Configure, maintain, and update FLC settings and features in accordance with management directives. • Test LMS enhancements and updates in lower environments; analyze results and provide recommendations to management. • Create and manage new versions of learning content, ensuring version control and archival of outdated materials. • Fulfill unit requests for updates to learning content, including inactivating materials, modifying training information, updating

	curriculum structures, and mapping content. • Develop, maintain, and update the FLC procedure manual to reflect current processes and policies. • Review existing content configurations and collaborate with internal teams to improve and restructure training materials as needed. • Generate, analyze, and present routine and ad hoc training reports to identify trends and inform management decisions. • Participate in FI\$Cal planning, status, and lessons-learned meetings to identify opportunities for enhancing user learning experiences. • Assess learning needs and emerging trends to inform training development strategies. • Maintain the accuracy and accessibility of course listings and training content within the FLC.
25%	User Support • Review, analyze, and resolve user-reported issues and service tickets related to FLC training content, access, and performance. • Provide technical assistance and troubleshooting support via telephone, email, or in-person. • Develop and implement customer feedback tools such as surveys and evaluations to measure training effectiveness and identify areas for improvement. • Create and manage marketing and communication materials to increase awareness and engagement with FI\$Cal training resources and services.
20%	Training Administration • Coordinate scheduling and logistics for instructor-led training sessions. • Develop, review, and maintain training communications, including templates, stakeholder correspondences, and follow-up documentation. • Support the development of short- and long-term training plans, strategies, and assessments. • Conduct peer reviews of training materials developed by the Client Training Section to ensure quality and consistency. • Recommend and implement deployment strategies and process improvements for training delivery and engagement activities. • Facilitate and/or deliver user training sessions and presentations for diverse audiences. • Input, update, and maintain course information, session data, and learner enrollments in the FLC.
% OF TIME	MARGINAL FUNCTIONS
5%	• Perform other related duties as required to fulfill FI\$Cal's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the team/unit, which may include special assignments.

KNOWLEDGE AND ABILITIES

Knowledge of: All of the above, and methods and techniques of effective communication and leadership.

Ability to: All of the above, and coordinate the work of others, act as a team leader, and appear before legislative or other committees.

SPECIAL REQUIREMENTS

The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check are required.**

WORKING CONDITIONS

The incumbent may need to be on-site to carry out their duties. This position requires the ability to work under pressure to meet deadlines and may require excess hours to be worked. The incumbent should be available to travel as needed and is expected to perform functions and duties under the guidance of the Department of FISCal's core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a copier, telephone, computer and general office equipment, as needed. This position may require the use of a hand-cart to transport documents and/or equipment over 20 pounds (i.e., laptop, computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

SIGNATURES

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the assigned HR analyst.)

Employee Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Hiring Manager Signature

Date

H/R Analyst JM

Date Revised: 10/9/2026