DEPARTMENT OF DEVELOPMENTAL SERVICES
OPERATIONS
ADMINISTRATION DIVISION
HUMAN RESOURCES BRANCH
TRAINING SERVICES

DUTY STATEMENT

JOB TITLE: Analyst I **POSITION #:** 472-521-5157-001

WORKING TITLE: Training Analyst **EMPLOYEE**:

POSITION DESCRIPTION: Under the supervision of the Supervisor I, the Analyst I assist with the analytical and administrative functions in support of the Department of Developmental Services (Department), Training Services. The incumbent analyzes training data, monitors compliance with State and departmental training requirements, coordinates training operations, and evaluates training-related processes to identify opportunities for improvement. The Analyst I processes training requests, maintains training records and reporting systems, prepares management reports, and provides recommendations to improve operational efficiency and service delivery. The Analyst I will assist staff and management regarding training policies, procedures, and system processes while ensuring compliance with applicable State and departmental requirements.

SUPERVISION EXERCISED: None

SUPERVISION RECEIVED: Reports to, and works under the supervision of, the Supervisor I in Training Services.

Essential Job Functions:

35% Analyze, evaluate, process, monitor, and track training requests for Department employees to ensure compliance with departmental procedures and timely registration, attendance, and completion of training activities. Evaluate requests for accuracy and completeness, identify and resolve discrepancies, and coordinate with employees, management, Fiscal staff, and third-party training vendors to facilitate training delivery and payment processing. Monitor training expenditures and payment transactions, reconcile records, and maintain documentation in accordance with established policies and procedures.

25% Monitor and respond to inquiries received through the Training Services inbox. Research and analyze training-related issues and provide timely and accurate guidance to employees, supervisors, and managers regarding training policies, procedures, and available resources. Track and evaluate inquiry trends, identify

recurring issues, and recommend process improvements to enhance operational efficiency, customer service, and training program effectiveness.

20% Analyze training compliance data and prepare reports related to State-mandated and department-required training. Utilize Learning Management System (LMS) reporting tools to identify compliance trends, monitor completion rates, evaluate data accuracy, and provide recommendations to management regarding compliance strategies.

15% Coordinate and facilitate virtual and in-person training events using Zoom, Microsoft Teams, and other learning platforms. Present on behalf of Training Services at New Employee Orientations. Analyze enrollment and attendance data, monitor participation trends, evaluate logistical requirements, and maintain accurate training records within the LMS. Provide recommendations to improve training delivery methods and operational effectiveness.

Marginal Job Functions:

5% Assist with LMS administration, testing, maintenance, data validation, and system enhancements. Participate in special projects, conduct research, compile and analyze information, and provide recommendations to support Training Services initiatives and continuous process improvement efforts. Other duties as assigned within the scope of the classification.

WORKING CONDITIONS: Work is performed in an open-spaced office environment. Duties may involve periods of sitting or standing while using a computer, as well as handling office documents and files. Flexible arrangements and reasonable accommodations will be provided as needed to support individuals with disabilities in performing the essential functions of the position. This position is a hybrid in-office/telework position and may be subject to change. The incumbent may be required to report to the office or any designated location at any time. Telework agreements can be modified and/or canceled at any time.

DESIRABLE QUALIFICATIONS:

Knowledge of:
Principles and practices of research, analysis, and problem solving; customer service techniques; training administration practices; data collection and reporting methods; project coordination; and business communication principles. Experience utilizing Microsoft Office applications, including Excel, Teams, Visio, Articulate 360, Outlook, and SharePoint. Experience with Learning Management System administration.

Ability to:
Research, analyze, and interpret information; identify trends and issues; develop practical solutions and recommendations; prepare reports and correspondence; manage multiple assignments and deadlines; communicate effectively, maintain

collaborative working relationships; learn and utilize Learning Management Systems; and develop and maintain training content using Articulate 360.
Develop new and update existing course content in Articulate 360. Demonstrate strong attention to detail and willingness to receive feedback.

CERTIFICATION OR LICENSE: None

Employee Name (Print)	Employee Signature	Date

Supervisor Name (Print)	Supervisor Signature	Date

Employee and Supervisor acknowledge that by signing this Duty Statement, they have discussed and agree to the expectations of the position.