



Training and Administrative Support Specialist

Job Description

Department: Information Systems
Position: Career Service
Grade: 722
Supervisory: No
Reports to: Business Manager – Information Systems

Summary

Under general guidance and direction of the Business Manager – Information Systems, serves as the department's technology training coordinator by assessing organizational training needs, developing curriculum and instructional materials, maintaining knowledge management resources, coordinating county-wide training initiatives, and delivering instructor-led and virtual technology training to County personnel. Performs routine and complex administrative support work pertaining to financial tracking, accounting, recordkeeping, scheduling, and departmental operations. Serves as the primary front-desk contact for the Information Systems department.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Serve as primary point of contact for the Information Systems department.
2. Develop, maintain, and continuously improve instructional curriculum, training materials, knowledge base articles, standard operating procedures, and technology documentation.
3. Coordinate county-wide technology training initiatives by assessing training needs, developing training plans, scheduling training sessions, maintaining training records, and supporting employee onboarding and professional development.
4. Deliver instructor-led and virtual training on County-supported technologies, enterprise applications, business processes, and productivity tools.
5. Evaluate training effectiveness and continuously improve instructional content to enhance employee knowledge, technology adoption, and organizational performance.
6. Assist in department planning and budgeting procedures, including expenditure and revenue projecting, planning, analyzing, and reporting.
7. Create department purchase orders including preparing and submitting purchase requisitions, verifying monthly reports, following up with vendors, and request transfer of funds as necessary.
8. Function as a timekeeper for the department; review and approve time sheets; resolve employee payroll questions and issues in coordination with the Office of Human Resources Management.

For Office Use Only

Job Code: 6901
Job Title: Training and Administrative Support Specialist
FLSA: Non-Exempt
Effective Date: 07/13/2026
Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor

9. Perform administrative duties for department head and other staff members; create reports, memos, letters, and prepare other documents, as needed.
10. Perform general office duties; order supplies, schedule meeting and training rooms, and record and distribute meeting minutes.
11. Coordinate travel arrangements for the Information Systems department.
12. Submit items to the commission meeting agendas on behalf of the department.

Knowledge, Skills, and Abilities

- Knowledge of instructional design principles, employee onboarding processes, and organizational training best practices
- Knowledge of accounting procedures
- Skilled in technical writing and the development of instructional documentation
- Skilled in instructional design, curriculum development, and the delivery of instructor-led and virtual training programs
- Skilled in public speaking and facilitating training sessions for small and large groups
- Ability to assess organizational training needs and design effective learning solutions to support business objectives
- Ability to translate complex technical concepts into clear, user-friendly instructional materials
- Ability to effectively facilitate instructor-led and virtual training for individuals and groups with varying levels of technical proficiency
- Ability to facilitate change management and user adoption of new technology solutions through effective training and communication
- Ability to independently coordinate county-wide training initiatives and instructional projects involving multiple departments
- Ability to manage multiple tasks, assignments, and projects independently under pressure
- Ability to develop and maintain cooperative working relationships with those contacted during the course of work activities

Supervisory Responsibility

This position has no direct supervisory responsibility but serves as a coach and mentor for other positions in the department.

Work Environment

This job operates primarily in a professional office environment. This role routinely uses standard office equipment such as laptops, desktops, smartphones, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

For Office Use Only

Job Code: 6901
Job Title: Training and Administrative Support
Specialist
FLSA: Non-Exempt
Effective Date: 07/13/2026
Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and listen. Specific vision abilities necessary for this job include close vision and ability to adjust focus. The employee is required to type, file and lift supplies up to twenty-five (25) pounds. The employee occasionally drives a motor vehicle.

Position Type / Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. The expected work hours are 8:00 am to 5:00 pm, Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. Associate's degree.
2. Four (4) years of progressively responsible administrative, instructional support, training coordination, or program support experience, including two (2) years developing instructional materials, coordinating training programs, or delivering employee training in a professional environment.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants with a bachelor's degree in information systems, information technology, business administration, education, organizational development, communications, or a related field.
2. Strong preference may be given to applicants who have experience designing and delivering instructor-led or virtual training programs for adult learners.
3. Strong preference may be given to applicants who have experience creating instructional materials, technical documentation, knowledge base articles, and standard operating procedures.
4. Strong preference may be given to applicants who have experience coordinating employee onboarding, technology adoption initiatives, or organizational training programs.
5. Preference may be given to applicants with experience presenting to groups and facilitating classroom or virtual learning sessions.
6. Preference may be given to applicants who possess one or more Microsoft Office Specialist certifications or other instructional or technology-related certifications.

For Office Use Only

Job Code: 6901

Job Title: Training and Administrative Support
Specialist

FLSA: Non-Exempt

Effective Date: 07/13/2026

Public Safety: No

Worker's Compensation: Clerical

Background Level: I

Safety Sensitive: No

DOT: No

ML: Individual Contributor

7. Preference may be given to applicants who demonstrate advanced proficiency in Microsoft Office applications and Microsoft Teams.
8. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.

Additional Eligibility Qualifications

1. Selected applicants must obtain and maintain one or more Microsoft Office Specialist certifications, or other department-approved technology training certifications within twelve (12) months of employment.
2. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
3. Selected applicants will be required to submit to a pre-employment drug screen and background check.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status, or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions, and duties of the position.

Candidate / Employee _____ Date _____

For Office Use Only

Job Code: 6901
Job Title: Training and Administrative Support
Specialist
FLSA: Non-Exempt
Effective Date: 07/13/2026
Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor