

# BICSI JOB DESCRIPTION

**Job Title:** ICT Training Delivery Specialist  
**Department:** Professional Development  
**FLSA Status:** Exempt  
**Reports to:** Manager, ICT Training Delivery Specialist  
**Approved:** Director, Training Delivery & Operations  
**Date:** May 2022

## Office Use Only

**Grade:**

**Job Code:** 11

**EEO Code:** 20

## OUR MISSION

BICSI is a global professional association supporting the advancement of the information and communication technology (ICT) profession. BICSI's core values are integrity, service and excellence and our vision is to be the preeminent resource for the connected world with focused values in leadership, excellence, innovation, integrity & inclusion.

## SUMMARY

The ICT Training Delivery Specialist will leverage their knowledge and expertise in design and implementation of telecommunications distribution systems; data center design, construction and operations; outside plant design and installation; telecommunications project management; and installation of structured cabling systems to serve as an:

- Instructor delivering and teaching BICSI training programs
- ICT subject matter expert

## SUPERVISORY ROLE

Supervises no employee(s).

## DUTIES/RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The responsibilities listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Utilize expertise in ICT design and/or cabling installation to serve as an experienced **Instructor** for virtual and instructor-led training programs:

- Practice excellence in teaching and instruction
- Follow all association policies and procedures related to instructional activities
- Follow BICSI approved ICT curriculum when training in the classroom
- Use effective teaching strategies to communicate technical content to students
- Maintain current knowledge of industry practices through engagement in academic, professional and technical development activities, and delivery of classroom instruction
- Proctor hands-on certification exams and participate in calibration sessions to ensure efficacy
- Plan and organize instruction in ways to maximize student learning
- Meet and assist students' reasonable requests

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- Control and maintain inventory of classroom equipment and materials – HQ labs and mobile kits
- Assist with the Train-the-Trainer (T3) course, process & evaluations
- Represent BICSI in a positive and professional manner at all times
- Support and promote BICSI programs and services

## Serve as **Subject Matter Expert**

- Provide technical expertise throughout the program development lifecycle including publications, editorial reviews, job task analyses, curriculum development, and hands-on exam development (i.e., Credentialing, Curriculum Development, Publications) and respond in a timely manner
- Provide technical expertise to Marketing, Customer Care, Membership and Meeting Services Departments
- Develop and present technical ICT content for various educational opportunities – podcasts, webinars, conferences, panel discussions, etc.
- Respond promptly to technical inquiries from the Subject Matter Expert mailbox and other internal and external requests for information
- Maintain, adhere to and promote BICSI's position as it relates to standards, codes and technical practices, and operations
- Adhere closely to established policy and procedures for conducting audits for Authorized Training Facilities (ATFs) and Authorized Design Training Providers (ADTPs)
- Review and analyze presentation content for technical accuracy, and assign appropriate continuing education credits in accordance with established policy and procedures
- Prepare reports and recommended actions after conducting audits
- Maintain awareness of member needs/concerns
- Evaluate and forward member concerns to department management
- Perform other duties as assigned

## REQUIRED SKILLS/ABILITIES

### Computer Skills:

To perform this job successfully, an individual should have thorough knowledge of:

- Strong PC skills and expertise in MS Office (Word, PowerPoint, Excel, Outlook, Project, Teams)
- Association Management System

## TRAVEL

50-75% including: teaching, BICSI conferences, Training Provider audits, and industry events.

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International travel may be required. Must be able to obtain a US Passport.

## EDUCATION AND EXPERIENCE

- Bachelor’s degree or equivalent experience required
- Two years training and development experience required
- BICSI certification required – RCDD, DCDC, OSP, RTPM, and/or Installation certifications
- Experience in not-for-profit environment preferred
- ATD certification preferred

## PHYSICAL REQUIREMENTS

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

The regular work schedule is 40.0 hours per week (Monday-Friday; daytime) and may require additional hours/overtime, as necessary. Must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus and ability to match or detect differences between colors, including shades of color and brightness. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use fingers and hands or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The work environment is as follows: professional office environment; the noise level in the work environment is usually moderate.

## COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

**Analytical** – Collects and researches data; Uses intuition and experience to compliment data; Designs workflows and procedures.

**Math Ability** – Ability to perform basic math skills including area and geometrical calculations; understanding and interpreting graphs; calculating fractions and percentage; measurement requirements include understanding and conversion of metric and empirical numbers. The accurate recording and communication of measurements, calculations, and data are an integral part of the success of this position.

**Problem Solving** – Identifies & resolves challenges in a timely manner; Develops alternative solutions;

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Works well in problem solving situations; Uses reason even when dealing with emotional topics.

**Project Management** – Potential to: coordinate projects; Communicate changes and progress and manage project team activities; Complete projects on time within.

**Customer Service** – Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Interpersonal** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to other ideas and tries new things.

**Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

**Teamwork** – Balances individual responsibilities; Exhibits objectivity and openness to other's views; gives and welcomes feedback; Contributes to building a positive team spirit.

**Change Management** – Builds commitment and overcomes resistance; Supports those affected by change with a positive attitude.

**Leadership** – Exhibits confidence in self and others; Inspires respect and trust; Accepts feedback from others; Displays passion and optimism.

**Cost Consciousness** – Works within budget; Conserves organizational resources.

**Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

**Adaptability** – Adapts to changes in the work environment; Manages priorities and competing demands; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

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**Initiative** – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Innovation** – Meets challenges with resourcefulness; Generates suggestions for improving work; Presents ideas and information in a manner that gets others' attention.

**Judgment** – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation** – Sets and achieves challenging goals; Demonstrates persistence; Measures self against standard of excellence.

**Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources when necessary; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration; Performs with integrity.

**Quality** – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** – Meets or exceeds productivity standards; Completes work in timely manner; Strives to increase productivity.

### GENERAL SIGN-OFF

I understand that this job description describes the general nature and level of the work performed, and that it is not an exhaustive list of all duties and responsibilities. Furthermore, I understand that BICSI reserves the exclusive right to amend and change my job responsibilities in order to meet business and organizational needs, as necessary.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_