Title:	DCPS SME-ASPEN Trainer /QA	**Region:**	District of Columbia
Req ID:	521603		

Details

Requisition Details

Req. Class:	SMEV1 : 1-Entry	**Region:**	District of Columbia
Title:	DCPS SME-ASPEN Trainer /QA		
Req. Status:	Open		
No. of Openings:	1	**No. Filled:**	0
Start Date:	11/20/2017		
No New Submittals After:			
Max Submittals by Vendor per Opening:	2		

Worksite Address:	1200 First Street NE, Suite 959,
Agency Interview Type:	In Person
Advanced Technical Screening Required?:	No
Existing Incumbent Resource?:	No

Requisition Description

Engagement Type:	Contract
Short Description:	The Senior Software Trainer and Quality Assurance Analyst is a hybrid training/QA role that is uniquely designed to provide schools with expert knowledge and training on the Districts Aspen SIS functions and support the DevOps team in testing...
Complete Description:	Position Description: The Senior Software Trainer and Quality Assurance Analyst is a hybrid training/QA role that is uniquely designed to provide schools with expert knowledge and training on the Districts Aspen SIS functions and support the DevOps team in testing and validation new SIS features. The analyst is responsible for providing in person training and support to schools and central office users. They will provide in person support and training, in addition to telephone and email support to the end-user community. This role provides resolutions for users, walks the user through a series of steps to determine the cause of a problem, updates systems to reflect users' requests, and creates training resources to support the ongoing use of the system. The role ensures problem ownership and promotes end-user satisfaction. Specific Duties 1. Provide in person training to central

office and school based staff (both at central office and at schools) 2. Serves as the Tier II point of contact for support to resolve Aspen SIS user issues 3. Delivers the highest level of customer service to users 4. Logs user inquiries in a ticket tracking system. Daily reviews any open issues or requests from end-users and follow-up accordingly. 5. Determines nature of obstacles and best DCPS staff to resolve, tracks and follows up until issue is resolved. 6. Completes testing and user validation of Student Information System 7. Creates and maintains training resources (manuals, reference guides, webinars) to support ongoing training. 8. Provide office hours support at various sites 9. Supports and carries out the Chancellor's mission to transform DC Public Schools and close the achievement gap. 10. Performs other related duties as assigned. Required Skills and Experience 1. Required: Must have either a minimum of 2 consecutive years of experience training DCPS School based users and central office users in Aspen SIS 2. Required: Familiarity with help desk ticket tracking systems (Remedy, HEAT, etc.). 3. Required: Excellent customer service, communication, interpersonal skills (both written and verbal) with emphasis on providing high quality customer service within a team environment 4. Required: Ability to maintain professional communication skills when under pressure and exhibit a high level of patience. 5. Required: Must have a wide range of skills and knowledge in computer software and an understanding for network applications. 6. Required: Must have exposure to or experience in the education sector preferred. 7. Ability to quickly learn new processes and procedures 8. Ability to work independently in a fast paced environment 9. Must be extremely well organized and detail oriented 10. Must be able to provide your own transportation to multiple school sites 11. Must have thorough knowledge of Aspen SIS capabilities 12. Must have at least two years of experience training DCPS users in Aspen SIS 13. Familiarity with help desk ticket tracking systems (Remedy, HEAT, etc.) --------------- ----------------------------- CONTRACT JOB DESCRIPTION Short Description 1-5 years of experience. Provides assessments of technical and operational practices based on leading industry standards specific to the requested technology. Complete Description Responsibilities: 1. Provides assessments of technical and operational practices based on leading industry standards specific to the requested technology. 2. Plans, organizes, and conducts research in a variety of areas, such as new or existing products, science, social science, law or business in support of an IT initiative. 3. Searches sources such as reference works, literature, documents, newspapers, statistical records, and other sources of information. May use Internet, Intranet, magazines, periodicals, journals, and other media to perform research. 4. Analyzes information and statistical data to prepare reports and studies for use by professionals. Minimum Education/Certification Requirements : Master's degree in Information Technology or related field or equivalent experience

Client Information

Work Location:	DCPS - 1200 First Street NE, 9th Floor Washington, DC 20002	Cost Center:	DCPS - District of Columbia Public Schools

Required/Desired Skills

Required /Desired

Skill	Required /Desired	Amount	of Experience
Master's degree in IT or related field or equivalent experience	Required	10	Years
2 consecutive years of experience training DCPS School based users and central office users in Aspen SIS	Required	2	Years
Help desk ticket tracking systems (Remedy, HEAT, etc.)	Required	4	Years
Student Information System - SIS capabilities	Required	4	Years
Excellent customer service, communication, interpersonal skills (both written and verbal)	Required	12	Years
Producing training materials using video, Word, PowerPoint, and Camtasia, or Captiva	Required	10	Years

Ability to maintain professional communication skills when under pressure and exhibit a high level of patience.	Nice to have	12	Years
Must have a wide range of skills and knowledge in computer software and an understanding for network applications.	Required	10	Years
Must have exposure to or experience in the education sector preferred.	Required	4	Years
1-5 yrs as SME in complex enterprise level projects	Required	4	Years

Questions

	Description
Question 1	Absences greater than two weeks MUST be approved by CAI management in advance, and contact information must be provided to CAI so that the resource can be reached during his or her absence. The Client has the right to dismiss the resource if he or she does not return to work by the agreed upon date. Do you accept this requirement?
Question 2	Please list candidate's email address that will be used when submitting E-RTR.
Question 3	There are no reimbursable expenses. Do you accept this requirement?