

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 1463385

Senior Training Technician (Veterans Services), Grade 18 1463385
Associate Training Technician (Veterans Services), Grade 23 1463480

Brief Description of Class Series

Training Technicians (Veterans Services) provide on-going training programs that the Division of Veteran's Services delivers to staff, Veterans Benefits Advisors, and County and City Veterans Service Officers throughout New York State.

Positions are only classified at the Division of Veterans' Services (DVS).

Distinguishing Characteristics

Senior Training Technician (Veterans Services): full performance level; under the direction of an Associate Training Technician (Veterans Services), identifies, plans, and develops training programs in consultation with agency program managers.

Associate Training Technician (Veterans Services): supervisory level; under the direction of a Deputy Director, performs the duties described for Senior Training Technician (Veterans Services) and supervises lower-level staff engaged in training activities.

Related Classes

Training Technicians (Police) research, develop, and implement training programs for law enforcement or security personnel.

Illustrative Tasks

Senior Training Technician (Veterans Services)

Identifies the training needs of the Division.

- Observes DVS staff and discusses the various programs with managers.

- Reviews employee performance evaluation reports to identify problems to be addressed by training seminars.
- Participates in annual needs assessments meetings conducted with each program area within DVS.

Plans, develops, and evaluates ongoing training programs for Veterans Benefits Advisors, and County and City Veterans Service Officers.

- Prepares course outlines, lesson plans, and instructional methods.
- Evaluates effectiveness of programs.

Prepares training programs for all Division employees.

- Identifies specific training needs.
- Reviews course outlines, lesson plans, and instructional methods.
- Conducts training programs.

Identifies, reviews, and recommends training seminars and classes conducted outside the agency.

- Researches various training resources to determine appropriate material and technologies to be used in the design and development of training programs.
- Analyzes budget needs for training and prepares budget justification to meet those needs.
- Assists the Associate Training Technician (Veterans Services) in identifying funds that can be used to finance training programs. Prepares grant proposals as required.

Monitors participation in training programs by DVS employees.

- Identifies employees who have not participated in mandatory training, advises the appropriate program manager, and follows up to ensure the employees required participation.
- Prepares progress/status reports on a regular basis.

Serves as agency Request for Information (RFI) Manager for the internet/intranet.

Associate Training Technician (Veterans Services)

Performs the duties described for Senior Training Technician (Veterans Services).

In the DVS Central Office, supervises the work of the Senior Training Technician (Veterans Services), and monitors all mandatory training programs in the Statewide Learning Management System to inform, educate, and train DVS' full staff on laws, regulations, and rules for working for New York State.

In the DVS Regional Office, supervises the work of Veterans Benefits Advisors 2, and provides the on-going training programs that the DVS delivers to staff, Veterans Benefits Advisors, and County and City Veterans Service Officers throughout New York State.

May ensure that accreditations are current and that the DVS training curriculum and refresher trainings meet the standards of the United States Division of Veterans' Affairs.

May prepare accreditation applications for the Deputy Director's review and submission to the United States Division of Veterans' Affairs.

Minimum Qualifications

Senior Training Technician (Veterans Services)

Open-Competitive: one year of active U.S. Armed Forces service with an honorable discharge or under conditions in the NYS Restoration of Honor Act; AND four years of satisfactory experience in training and curriculum development specific to the area of veterans or military benefits, rules or regulations; AND 30 semester credit hours of college study.

Beyond the required 30 semester credit hours noted above, additional college credits may be substituted for up to two years of the required experience at the rate of 15 semester credit hours equaling six months of experience. Completion of the Training, Responsibility, Involvement and Preparation of Claims (TRIP) Program offered by the U.S. Department of Veterans' Affairs within the first year of employment is mandatory. Failure to complete the Program will result in termination of employment.

Associate Training Technician (Veterans Services)

Promotion: one year of permanent service as a Senior Training Technician (Veterans Services).

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are

those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

2/21

PH