

INTRODUCTION

The FSA Enterprise Change Management (ECM) Training Lead provides regular training to new ECM Tool Users. The ECM Training program is standardized so that all new ECM Users receive the same training and the same understanding of how the components of the FSA Enterprise fit into the larger Enterprise Change Management framework. The ECM User Community is comprised of 3 “ECM User Groups” which include Application Teams, Data Centers and Other FSA Stakeholders. The ECM Tool allows each of these User groups to participate in the coordination and efficient implementation of technical Change Requests (CRs).

The Training Lead’s primary objectives are:

1. Provide ECM trainees with understanding of the ECM Process
2. Provide ECM trainees basic technical information needed to be effective users of the ECM Tool

JOB SUMMARY

The Training Lead is a Subject Matter Expert (SME) in the area of FSA’s Enterprise Change Management and draws on that expertise to provide guidance to ECM Trainees. The ECM Training Lead conducts both “Basic” and “Advanced” training sessions on a regular basis. During these sessions, the Lead accomplishes the 2 primary objectives outlined above. Additionally, the ECM Training Lead must answer questions and capture suggestions from trainees and must track information about training attendance.

The following documentation is used by the ECM Training Lead to accomplish their responsibilities:

1. ECM Tool & Process Training/Orientation Briefing
2. ECM Tool User’s Guide
3. ECM Infrastructure Process Guide
4. ECM Training Attendance Tracking Spreadsheet

RESPONSIBILITIES

Category	Responsibilities
Process Understanding	<ul style="list-style-type: none"> • Gain a high-level understanding of the ECM processes, practices and techniques • Gain a deep understanding of the ECM Change Request process
ECM Tool Use	<ul style="list-style-type: none"> • Obtain and maintain ECM User status • Learn to use the ECM Tool to submit and track CRs • Achieve expert user status in all areas of ECM Tool functionality
Process Management	<ul style="list-style-type: none"> • Continually prepare for and conduct regular Training Sessions (Basic & Advanced) • Communicate invitations to training sessions to new ECM Tool Users • Develop and deploy communications message concerning new ECM releases and the need for associated training • Communicate objectives of Training to Trainees • Follow-up with Trainees as needed • Update and maintain ECM training documentation • Estimate time and resources needed to accomplish ECM Training responsibilities

Role Description – ECM Tool Training Lead

Category	Responsibilities
Process Tracking and Communication	<ul style="list-style-type: none"> • Participate as standing member of the ECM Tool Change Control Group • Capture and report suggestions and feedback from trainees • Track and report attendance of Training Sessions • Communicate with Project Managers & FSA Team Leads to ensure buy-in and cooperation of Application Team Members

COMPETENCIES AND SKILLS

- **Project Management Skills** – Estimate and track level of effort (weekly and ad hoc), monitor progress (Users trained) and keep effort running efficiently
- **Analysis** – Analyze issues associated with Training (or lack thereof) to determine solutions
- **Problem Solving** – Identify and explore different approaches to achieving primary training objectives and select the approach that is most appropriate
- **Attention to Detail** – Be thorough, consistent and detailed in managing documentation and the tracking spreadsheet
- **Communication Skills** – Be clear and concise, both in written and oral communications
- **Follow Through/Responsiveness** – Take the initiative to set up Sessions, solicit feedback, and respond to communications in a timely fashion
- **Availability** – Be able to allocate a defined percentage of time to the ECM Training Lead role
- **Subject Matter Expert** – Be able to answer the User community's questions as they arise, including questions about the ECM Process and the ECM Tool functionality