

Job / Role Description

Job Title: Training Officer

Reports to: Training Manager

Purpose of the Role

The Training Team is responsible for developing, co-ordinating and facilitating the training program for APNIC members and other interested parties, including how to effectively work with APNIC and follow guidelines with respect to APNIC policies and procedures.

This role is responsible for delivering training to APNIC members and the wider Asia Pacific Internet community.

Qualifications, Experience and Requirements

Essential:

- IT or Internet Service Provider background with working knowledge of Internet applications, TCP/IP routing protocols, networking and IPv6 deployment
- Proven track record in developing and delivering technical training courses
- Demonstrated understanding of and exposure to various training methodologies
- Strong interpersonal and communication skills, particularly in English (both oral and written)
- Demonstrated presentation skills
- Ability to develop knowledge, skills and understanding of the technical areas in which training is conducted
- Willingness and ability to perform training administrative tasks reliably
- Willingness and availability to undertake regular overseas travel

Desirable:

- Formal training qualifications (e.g. Certificate IV in Assessment and Workplace Training or similar)
- Previous exposure to Instructional Design
- Work experience in a service, non-profit organisation or international/multi-cultural environment
- Ability to speak an Asian language

Key Performance Areas	Performance Measures
<p>Training</p>	<p>Training Delivery and Evaluation</p> <p>Performance Standards</p> <ul style="list-style-type: none"> • Conduct up-to-date and relevant training of members throughout the Asia Pacific region both face-to-face and via eLearning • Participate in the evaluation of training course effectiveness and in continuous improvement of training course material, equipment, presentation and modes of delivery • Deliver internal training including induction training, as required <p>Senior Trainer Responsibilities</p> <ul style="list-style-type: none"> • Undertake guidance and coaching of new team members • Provide support and guidance to APNIC project teams as appropriate and when required. • Work with the Senior Training Coordinator to organise training sessions • Proactively disseminate knowledge gained to the rest of the Training Team and all APNIC staff

	<ul style="list-style-type: none"> Undertake research into specific needs of stakeholders, acting as a primary source of information and expertise <p>Course Development</p> <p>Performance Standards</p> <ul style="list-style-type: none"> Work with the Training Manager to implement continual curriculum development and maintenance. Actively lead in the development and maintenance of the training curriculum and course content, including assessing new content and content requests from past and prospective participants. Conduct post-training evaluation and action areas for improvement Collaborate with other APNIC units in the preparation and delivery of training Work with subject matter specialists in APNIC to incorporate and integrate best practice and up to date content for the training curriculum. Maintain technical fluency and currency of knowledge in technical and operational areas and in relevant training skills <p>Technical Responsibilities</p> <p>Performance Standards</p> <ul style="list-style-type: none"> Be the Training Team lead for managing, developing and operating the training lab Responsible for the administration and maintenance of the training lab Investigate methods and technologies for making the training lab more functional and accessible in the context of regional training Monitor and maintain the training lab and other group equipment, including assessing and collating any new requirements Support the subject teams in the development, testing and reviewing of appropriate lab-based practical exercises Assist trainers and other APNIC staff to build their practical and operational technical skills Liaise with APNIC's subject matter experts to ensure that training and operational information and practices are consistent with industry standards and APNIC operations. Answer network design operations and technical queries from a range of internal and external stakeholders
<p>Administration</p>	<p>Training Administration</p> <p>Performance Standards</p> <ul style="list-style-type: none"> Carry out all administrative tasks as required in the conduct of duties, providing leadership to other team members as required. Make effective use of the Customer Relationship Management suite including maintaining and updating contact details of members, training participants, and stakeholders such as Governments, CEOs, Media etc Undertake any specific training related projects as required Be responsible for all administrative tasks while on-site at face-to-face training as per APNIC operational practices.

COMPETENCIES

Accountability - Senior Employee

- Holds self and others accountable for required work output and standards
- Sets an example to other team members in terms of both performance and conduct
- Plays an active role in mentoring and supporting less experienced team members
- Takes on leadership activities e.g. guiding other team members, in the manager's absence
- Ensures that effective controls and contingency plans are in place
- Projects/tasks within area of own accountability are completed on time and within budget

Functional Expertise

- Has the functional competence (skills & knowledge) to be effective in his/her job
- Maintains a high level of professional competency by participating in appropriate training and professional development activities
- Liaises with counterparts, as appropriate, in similar organisations e.g. other RIR's for the purpose of mutual exchange and potential development of APNIC processes and practices

Accuracy

- Works with appropriate level of precision and attention to detail
- Performs duties with exactness and holds self to expected standards
- Checks work to avoid errors and mistakes

Continuous Improvement

- Constantly drives to improve quality/accuracy/performance and shows proactive attitude to doing so
- Is open to recommendations to improve own performance
- Resolves problems without delay and by implementing measures to prevent recurrence
- Recognises and generates innovative solutions to challenges
- Suggests procedures/methodologies for the streamlining of processes, both team and organisation wide
- Takes a critical approach to existing methods, process and assumptions and proposes/initiates improvement
- Looks for ways to positively impact or incorporate organisational themes and responsibilities such as cultural diversity, knowledge sharing, collaboration, health and safety, etc

Interpersonal Relationships/Skills

- Is approachable, inclusive, non-defensive and transparent in their dealings with others
- Builds trust by honouring commitments, displaying professional capability, demonstrating strong ethics, being discreet when required, and showing fairness and neutrality in difficult situations
- Willingly shares knowledge or information with others
- Respects the diversity of views or opinions of others, actively listens, and incorporates feedback into decisions where possible
- Does not publicly criticize staff, management decisions or the organisation as a whole - uses appropriate channels for voicing concerns
- Addresses issues directly and constructively with those concerned
- Is tactful & sensitive to cultural diversity, race, gender, and other individual differences

Self Awareness

- Understands or acknowledges own personal strengths and weaknesses
- Accepts responsibility for own failings
- Is open to constructive feedback and demonstrates an ability to make adjustments, as needed
- Is willing and able to modify behaviour where it impacts negatively on others
- Demonstrates respectful behaviour in all interactions
- Works actively to improve personal skills, performance and knowledge relevant to their position

- Actively seeks assignments and other on-the-job opportunities to improve self

Teamwork

- Is committed to the team and its goals, by being an effective and willing contributor
- Develops and maintains productive working relationships within the team i.e. by willingly assisting fellow team members, sharing knowledge, skills, resources, job-relevant information
- Actively participates in team interactions by encouraging and considering others ideas, opinions and suggestions
- Refrains from monopolising team interactions or criticizing the contributions of other team members
- Makes it easy for others to work with them through collaboration, transparency, seeking contributions, knowledge sharing
- When aware of an issue, takes appropriate professional action to address, report or resolve the issue in a timely manner

Time and Resource Management

- Demonstrates effective use of time-keeping techniques and tools
- Prioritises tasks and assignments in line with organisational needs
- Respects other people's time, priorities and workloads by being prepared for meetings, making appointments, limiting time spent on non work related conversations, and paying attention during discussions by avoiding phone/computer usage
- Attends work on a consistent and timely basis respecting allocated break times, meeting times and scheduled appointments
- Makes respectful use of company resources including time and facilities
- Provides timely notification of absences and submission of requests e.g.: leave, training, expense reimbursement, travel etc