



**Code: 1364**  
Family: Human Resources  
Service: Administrative  
Group: Statistical, Technical, and Analytical  
Series: Personnel

---

## **CLASS TITLE: TRAINING AND DEVELOPMENT ANALYST**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, the class designs, develops, and delivers existing and new instructor-led and web-based training programs in various subject areas to assist with the development of City-wide and department-specific staff development and organizational programs, and performs related duties as required

### **ESSENTIAL DUTIES**

- Plans, conducts, and evaluates existing training programs and develops new programs to meet City training and professional development needs
- Creates training and professional development courses: develops course outlines, determines instructional methods, builds online or in-person training content, and delivers training
- Researches, develops, and implements new training and presentation methods
- Designs and develops new instructional material and modifies existing instructional materials using newest research and technological tools
- Acts as an instructor or facilitator and collaborates with other instructors to deliver training
- Works with subject matter experts to determine needs and conducts training needs analyses, as needed
- Implements tools to evaluate efficacy of training programs; evaluates participant feedback and modifies materials appropriately
- Utilizes and maintains Learning Management System by developing and uploading courses, coordinating registration and enrollment, tracking training completions, and maintaining accurate records
- Prepares training-related reports and proactively communicates data with departments, providing support and customer service
- Stays current on best practices and trends related to the design, development, and delivery of training programs

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Graduation from an accredited college or university with a Bachelor's degree in Instructional Design, Organizational Development, Education, Human Resource Management, Business Administration, Public Administration or a directly related field, plus four (4) years of work experience designing, developing, and delivering training programs, **OR**
- Graduation from an accredited college or university with a Master's degree or higher in Instructional Design, Organizational Development, Education, Human Resource Management, Business Administration, Public Administration or a directly related field, plus three (3) years of work experience designing, developing, and delivering training programs

**Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment

**EQUIPMENT**

- Standard office equipment (e.g., phone, printer, copier, computers, mobile devices)
- Standard productivity suites (e.g., Microsoft Office Suite, Google Workspace, etc.)

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Moderate knowledge of:

- \*methods and techniques for conducting training needs assessments, developing and designing training programs and materials
- \*theory, principles, practices and techniques of training and instruction, particularly as related to adult development in an employer setting
- \*principles and practices of group facilitation
- \*applicable federal, state, local laws, statutes, regulations, and guidelines
- \*applicable computer software packages and applications (e.g., Learning Management Systems, Articulate, PowerPoint, Word, Excel, online authoring tools such as Canva, Biteable, Vyond, etc.)

Knowledge of applicable City and department policies, procedures, rules, and regulations

**Skills**

- \*ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING – Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*LEARNING STRATEGIES – Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate operations and implement solutions
- \*JUDGMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions and choose the most appropriate one
- \*INSTRUCTING– Teach others how to do something

**Abilities**

- COMPREHEND INFORMATION – Listen to and understand information and ideas presented through spoken words and sentences
- COMPREHEND WRITTEN INFORMATION – Read and understand information and ideas presented through spoken words and sentences
- WRITE – Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS – Apply general rules to specific problems to produce answers that make sense
- COME UP WITH IDEAS – Come up with a number of ideas about a topic

**Other Work Requirements**

- ADAPTABILITY / FLEXIBILITY – Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY – Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ANALYTICAL THINKING – Analyze information and use logic to address work or job issues and problems

---

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\*May be required at entry.

---

City of Chicago  
Department of Human Resources  
January, 2025; May, 2025