

**Trainer II**

Florida International University is classified by Carnegie as a R1: Doctoral Universities - Highest Research Activity and recognized as a Carnegie engaged university. It is a public research university with[colleges and schools](https://urldefense.proofpoint.com/v2/url?u=http-3A__fiu.us1.list-2Dmanage.com_track_click-3Fu-3Dd13d9ca5483e1889af5c1cd91-26id-3D738a249341-26e-3D72a4d8b3f8&d=AwMFaQ&c=1QsCMERiq7JOmEnKpsSyjg&r=zdgW1F7aO36lyLVpMfe2jw&m=uIOPcy7AKFUZ_RkWOOgrFd6Ba7gh94xFf7KqWcfe75g&s=RkGrSVnLXZHahRhFft52TcqL0QNI5b0yueVt8we0fwk&e=) that offers 196 [bachelor’s, master’s and doctoral](https://urldefense.proofpoint.com/v2/url?u=http-3A__fiu.us1.list-2Dmanage.com_track_click-3Fu-3Dd13d9ca5483e1889af5c1cd91-26id-3D2a7b73ba8a-26e-3D72a4d8b3f8&d=AwMFaQ&c=1QsCMERiq7JOmEnKpsSyjg&r=zdgW1F7aO36lyLVpMfe2jw&m=uIOPcy7AKFUZ_RkWOOgrFd6Ba7gh94xFf7KqWcfe75g&s=eV4U-en3dnpC4ea9wUnWj41JkHD-HccGYm7UpEaWXG4&e=) programs in fields such as engineering, computer science, international relations, architecture, law and medicine. As one of South Florida’s anchor institutions, FIU contributes almost $9 billion each year to the local economy. FIU is Worlds Ahead in finding solutions to the most challenging problems of our time. FIU emphasizes research as a major component of its mission. FIU has awarded more than 220,000 degrees and enrolls more than 54,000 students in two campuses and three centers including FIU Downtown on Brickell, FIU@I-75, and the Miami Beach Urban Studios.[FIU’s Medina Aquarius Program](https://urldefense.proofpoint.com/v2/url?u=http-3A__fiu.us1.list-2Dmanage.com_track_click-3Fu-3Dd13d9ca5483e1889af5c1cd91-26id-3D715d22ca6b-26e-3D72a4d8b3f8&d=AwMFaQ&c=1QsCMERiq7JOmEnKpsSyjg&r=zdgW1F7aO36lyLVpMfe2jw&m=uIOPcy7AKFUZ_RkWOOgrFd6Ba7gh94xFf7KqWcfe75g&s=xX1T48UZ9iFt9j4aOeCDlWxowrr7Kxu5IPtmOneTRz4&e=) houses the Aquarius Reef Base, a unique underwater research facility in the Florida Keys. FIU also supports artistic and cultural engagement through its three museums:[Patricia & Phillip Frost Art Museum](https://urldefense.proofpoint.com/v2/url?u=http-3A__fiu.us1.list-2Dmanage.com_track_click-3Fu-3Dd13d9ca5483e1889af5c1cd91-26id-3Df7adc547a6-26e-3D72a4d8b3f8&d=AwMFaQ&c=1QsCMERiq7JOmEnKpsSyjg&r=zdgW1F7aO36lyLVpMfe2jw&m=uIOPcy7AKFUZ_RkWOOgrFd6Ba7gh94xFf7KqWcfe75g&s=NmrenPGel6juftCsytSlGjohGz_SUQn54CJPQVMqrxw&e=), the[Wolfsonian-FIU](https://urldefense.proofpoint.com/v2/url?u=http-3A__fiu.us1.list-2Dmanage.com_track_click-3Fu-3Dd13d9ca5483e1889af5c1cd91-26id-3D22ed5c6de8-26e-3D72a4d8b3f8&d=AwMFaQ&c=1QsCMERiq7JOmEnKpsSyjg&r=zdgW1F7aO36lyLVpMfe2jw&m=uIOPcy7AKFUZ_RkWOOgrFd6Ba7gh94xFf7KqWcfe75g&s=CWxlvpVrzgWZUUfrGPAAc5aGYuXe66ccFxcWOx78ZQc&e=), and the[Jewish Museum of Florida-FIU](https://urldefense.proofpoint.com/v2/url?u=http-3A__fiu.us1.list-2Dmanage.com_track_click-3Fu-3Dd13d9ca5483e1889af5c1cd91-26id-3Dd91ae0fda3-26e-3D72a4d8b3f8&d=AwMFaQ&c=1QsCMERiq7JOmEnKpsSyjg&r=zdgW1F7aO36lyLVpMfe2jw&m=uIOPcy7AKFUZ_RkWOOgrFd6Ba7gh94xFf7KqWcfe75g&s=n6yPvm-gB-yp-sV3Q-RAmWpVNb_4VfiWFtPaZhq6gIo&e=). FIU is a member of[Conference USA](https://urldefense.proofpoint.com/v2/url?u=http-3A__fiu.us1.list-2Dmanage.com_track_click-3Fu-3Dd13d9ca5483e1889af5c1cd91-26id-3D09a427c039-26e-3D72a4d8b3f8&d=AwMFaQ&c=1QsCMERiq7JOmEnKpsSyjg&r=zdgW1F7aO36lyLVpMfe2jw&m=uIOPcy7AKFUZ_RkWOOgrFd6Ba7gh94xFf7KqWcfe75g&s=RPKeTOZnMSQY2eAtpXCoPhVVVo5D86W95KGzD9fIYXs&e=) and more than 400 student-athletes participating in 18 sports. For more information about FIU, visit[http://www.fiu.edu/](https://urldefense.proofpoint.com/v2/url?u=http-3A__fiu.us1.list-2Dmanage2.com_track_click-3Fu-3Dd13d9ca5483e1889af5c1cd91-26id-3D45b4cc6a06-26e-3D72a4d8b3f8&d=AwMFaQ&c=1QsCMERiq7JOmEnKpsSyjg&r=zdgW1F7aO36lyLVpMfe2jw&m=uIOPcy7AKFUZ_RkWOOgrFd6Ba7gh94xFf7KqWcfe75g&s=ILsB5Vsvie9aCgz_hoEPLQ89VuqnaPfcHbOx9cZAi7Q&e=).

**Job Summary:**

Supports the goals and objectives of The Office of the Controller by ensuring that customer service training and delivery is consistent with established business processes. Analyzes training needs and develops new training programs, or modifies existing programs.

* Assists the department head in keeping customer service delivery consistent with the goals and objectives of the University, Division of Finance and the Office of the Controller.
* Serves as the Trainer for the PeopleSoft Financials Modules. Assists in the development and organization of training manuals, multimedia visual aids, and other educational materials.
* Evaluates the effectiveness of training programs, providing recommendations for improvement. Analyzes training needs to develop new training programs or modify and improve existing programs.
* Serves as a Customer Service Representative in the Financial Systems and Support Services Call Center. Answers calls directed to the Financial System and Support Services (FSSS) Call Center from the University community and assists users in resolving data entry issues and answers functional questions.
* Assists in the production support of financial systems modules for subject matter experts, back-office personnel and University-wide users. Recommends changes to enhance financial systems. Assists with the documentation of business processes as assigned.
* Confers with management and conducts surveys to identify training needs based on projected production processes, changes, and other factors.
* Assists with special projects as needed.

**Minimum Qualifications:**

Bachelor's degree in an appropriate area of specialization and two (2) years of experience in related field; or a Master's degree in an appropriate area of specialization and one (1) year of experience in related field.

**Preferred Qualifications:**

Experience conducting live technical trainings to user audiences.   
  
Knowledge of PeopleSoft User Productivity Kit (UPK).

**Benefits of working at FIU:**

Medical premiums as low at $25 per pay check

Dental and Vision plans

Retirement options

Tuition assistance

4 weeks of paid vacation

2 weeks of paid sick leave

13 paid holidays

**Advertised Salary:** $43,000 to $50,000

**How to Apply:** Please visit careers.fiu.edu for more information and to apply. Reference Job Opening ID#: 514835

***FIU is a member of the State University System of Florida and an Equal Opportunity, Equal Access Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.***