BUworks Training Intern – Position Description and Potential Tasks

BUworks is the Boston University installation of SAP, an Enterprise Resource System used to manage the University’s finance, budget, payroll, procurement, and human resource systems. BUworks trainers ensure that employees responsible for using these systems can efficiently perform the various tasks required of them. In the course of addressing that need, members of the BUworks training staff develop and deliver instructor-led sessions as well as develop and distribute help resources that include documents, job aids, videos and simulations.

A training intern will work closely with one or more trainers to assist in the performance of that trainer’s job. The requirements for any intern who would aspire to work with the training team will mirror the responsibilities and characteristics of a BUworks trainer, which include:

- The ability to communicate succinctly and clearly, both orally and in writing.
- The ability to translate subject matter knowledge—technical knowledge, in the case of BUworks—to information that is understandable by system users.
- Flexibility—because both the technical and subject matter experience of the user community is so diverse, the ability to provide effective training to all levels of user requires the ability to present information in multiple ways. In terms of documentation, this is manifested in using different forms, e.g., detailed step-by-step documents, quick reference guides, or videos. In a classroom environment, a significant requirement is the ability to think on one’s feet, quickly changing presentation methods in response to attendees’ needs and ability to understand the material being presented.
- Sensitivity—whether developing a document or making an in-class presentation, one must be sensitive to the needs of the target population. An awareness of the audience leads to questions like these: what information do these employees need to do their jobs? How best to explain both processes and the underlying operational mechanics?
- Creativity/Imagination—regardless of the medium, the ability to present information that is understandable and engaging requires both creativity and imagination.

Potential Tasks

The tasks assigned and roles played by a training intern will be a function of the intern’s demonstration of skills, learning, and interest. Initial tasks will likely be simple and/or clerical in nature, but will become more complex and will require a greater degree of independence. The required skills listed may be accumulated on the job.

- Assemble training packet handouts
- Quality check Document Library – Review existing documents and check:
  - That they are understandable – do the instructions make sense?
  - Formatting – layout consistency
- Assist with document conversion
  - Convert existing uPerform documents to PDF
    - Will require understanding of uPerform platform
- New document development
  - Quality check, proofread and edit new documents written by trainers
    - Requires strong writing/editing skills
  - Upon demonstrated ability, assist and/or lead development of new documents
    - Requires strong writing/editing skills, ability to synthesize information from multiple sources
• Web work
  o Upload converted documents to Web repository
  o Create/update Web pages as necessary to reference new documents
    ▪ Will require knowledge of WordPress and HTML
  o Create simulations for selected documents
    ▪ Will require knowledge of Articulate Storyline
• Assist with analytics
  o Google Analytics – how are online resources being used?
    ▪ Will require knowledge of Google Analytics
  o Possible survey work
    ▪ Will require knowledge of Qualtrics
• Assist with instructor-led training sessions
  o Provide technical support to attendees
  o “Fresh eyes” can assist with improving instructors’ training methods

Professional Growth and Development
The intern can expect to leave the internship with a stronger understanding of, and experience with, the following:

1. Learn and apply knowledge of technology, including
   • SAP (a leading Enterprise Resource System with a huge global install base)
   • WordPress
   • HTML
   • Google Analytics
   • Qualtrics (survey software)
   • uPerform (document management system)
2. Learn about instructional development
   • Live training sessions
   • Video
   • Documentation
3. Gain experience working in a team environment
4. Enhance written and presentation skills
   • Word – for document editing/creation
   • Excel – analytics and list management
   • PowerPoint – development of presentations

Prior Experience/Expertise Required
A successful candidate must:

• Be experienced using Microsoft Office (especially Excel, Word and PowerPoint)
• Possess strong written and oral communication skills
• Be an independent worker (not reliant on constant supervision)
How to Apply

Please apply online at http://www.bu.edu/casprograms/programs/internships