TRAINING TECHNICIAN (A.O.S.)

<u>DISTINGUISHING FEATURES OF THE CLASS</u>: Under general supervision, incumbents of this class prepare and conduct complex technical training programs and provide guidance in the use of automated office systems (AOS) for Data Processing and user personnel. The work involves establishing and maintaining records of training activities, employee progress and program effectiveness. Supervision is exercised over the work of subordinate staff. Does related work as required.

<u>EXAMPLES OF WORK</u>: (Illustrative Only)

Conducts training programs in all areas of field support;

Prepares manuals and audiovisual materials for use in training;

Assists in identifying user needs and develops training programs accordingly;

Prepares training content and course notes, support material for training modules;

Provides instruction in office automation techniques and provides technical assistance to users regarding techniques;

Maintains a training schedule for enrolling users to classes;

Conducts and coordinates site surveys for placement of new equipment and/or relocation of existing equipment;

Receives user calls regarding computer system related problems and provides advice as to the appropriate action to be taken to resolve the problem, or dispatches the problem to the appropriate Data Processing Unit for action;

Maintains an adequate inventory of equipment and supplies;

Performs related administrative and clerical tasks in preparation for training sessions.

<u>REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES</u>: Thorough knowledge of the practices and procedures in operating and maintaining automated office systems; thorough knowledge of general business practices and procedures; ability to select the appropriate educational methods to enhance the training program; ability to prepare and deliver training programs; ability to supervise, plan and coordinate the work of subordinates; ability to communicate effectively both verbally and in writing; ability to work well with others; poise; tact; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) Bachelor's Degree* and two years of experience in data processing, word processing, or business automated systems, one year of which must have involved staff experience in training subordinates or system users in the use of software; (b) four years of supervisory experience in data processing, word processing or business automated systems with the responsibility for developing procedures and work flow, including the one year of specialized experience defined in (a).

SUBSTITUTIONS: One year of teaching experience in secondary education may be substituted for the required one year of specialized experience.

*SPECIAL NOTE: Education beyond the secondary level must be from a recognized college or university accredited or recognized by the New York State Department of Education as a post-secondary, degree-granting institution.