

## COMPUTER TRAINING SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent in this position prepares and conducts training programs for computer users and provides support services to the Information Technology user community by providing telephone support to County departments in resolving microcomputer hardware and software operational problems and systems malfunctions. Incumbents must be familiar with County support hardware, software and systems, and must be able to communicate effectively with both novice computer users as well as experienced data processing professionals. Typical applications include word processing, spreadsheets, and electronic mail, mailing lists and schedule management. Supervision is not a regular responsibility of this position, however staff supervision may be exercised in the classroom. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Trains and supports user personnel in the use of automated systems to expand and improve office or operating procedures;

Assists in identifying user needs for optimum application of software and equipment and develops training programs accordingly;

Serves as the central point of contact between the technical computer support staff and the departmental end-users;

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

Provides instruction on office automation equipment and provides assistance to users regarding these techniques;

Conducts qualification testing of new AOS software functionality before releasing product to County users in order to ascertain that applications work as designed; makes recommendations for changes as needed;

Maintains a training schedule for enrolling users in classes;

Maintains student records and performs other miscellaneous administrative duties;

Maintains an adequate inventory of equipment and supplies;

Performs initial diagnostic procedures on microcomputer hardware and software operational problems and system malfunctions to determine nature of user problem and independently resolves as many problems as possible; directs problems that cannot be identified and resolved to higher-level technical staff;

Maintains detailed logs of user problems to track the type of issues reported, who reported them, and the resolution to the problem so that recurring problems can be identified and resolved expeditiously through the use of the County's Help Desk software;

Performs related administrative and clerical tasks in preparation for training sessions

EXAMPLES OF WORK: (Illustrative Only)

May perform other incidental tasks, as needed;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of administrative practices and procedures, and of the application of an automated systems approach for improving operational or informational requirements; good knowledge of the requirements of computer operations, software, and data communications including capabilities, applications, and day-to-day operations; good knowledge of data processing concepts and terminology; Ability to use computer applications such as spreadsheets, word processing, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to deliver and adapt training programs; ability to communicate effectively, in a classroom setting, 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 six years of experience where the primary function of the position was using computer applications (i.e., word processing, spreadsheet, database software, etc.), one year of which must have involved providing technical systems support to users of computers.

SUBSTITUTIONS: Satisfactory completion of 30 credits towards a Bachelor's Degree\* may be substituted on a year for year basis for up to four years, however candidates must possess the one year of the required technical systems support experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

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