

## SUPERVISING COMPUTER TRAINING SPECIALIST

GENERAL STATEMENT OF DUTIES: Supervises, coordinates and participates in conducting technical training and guidance in the use of automated office systems (AOS); does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent in this class prepares and conducts training programs for user personnel. This involves developing and training on automated office systems based on information gathered from users regarding their need for application of existing systems to improve office or operating procedures. This would typically involve applications for word processing, electronic mail, mailing lists and schedule management. Supervision is exercised over the work of subordinate training staff.

### EXAMPLES OF WORK: (Illustrative Only)

Supervises and participates in the training and support of user personnel in the use of automated systems to expand or improve office or operating procedures;

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

Directs, coordinates, supervises and conducts qualification testing of new AOS software functionality before releasing product to County users in order to ascertain that applications work as designed and make recommendations for changes as needed;

Researches and analyzes supportive material and information necessary for development of training programs;

Assigns work to subordinate staff; conducts meetings to discuss status of assigned projects, critiques course modules and determines and sets priorities for the unit, and evaluates their performance;

Supervises and provides instruction in office automation equipment and provides assistance to users regarding these techniques;

Prepares training content, course notes and support material for the development of training modules to meet user needs;

Continues expansion of learning and teaching abilities in the field of automated office systems.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of administrative practices and procedures, and 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; knowledge of systems analysis and design for application to office procedures; ability to develop and evaluate the effectiveness of training methods to provide users with appropriate training in automated systems application; ability to prepare and deliver training programs; ability to plan, schedule and supervise the work of others; 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: A high school diploma and six years experience in data processing, word processing or business automated systems and two years experience supervising staff conducting formalized classes which train and support personnel in the use of automated office systems.

SUBSTITUTIONS: Undergraduate level education may be substituted on a year for year basis at the rate of thirty credit hours\* per year up to four years. There is no substitute for the two years of specialized 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 Education Department as a post-secondary, degree-granting institution.