

USER SUPPORT SPECIALIST

GENERAL STATEMENT OF DUTIES: Organizes, prepares and conducts training programs to support the administrative and clerical staff for school districts with all related aspects of computer hardware and software applications; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under supervision of a higher level administrator, an incumbent in this position is responsible for organizing and presenting training programs in the use of computer applications. The incumbent conducts both formal and informal training sessions for the administrative and clerical staff of the school district. The responsibilities also include training the teaching staff in the use of educational technology to enhance their programs. Incumbent assists in the day-to-day operation of the department, prioritizing projects, scheduling staff, etc. Supervision may be a function of this position.

EXAMPLES OF WORK: (Illustrative Only)

Trains administrative and clerical staff on computer usage and office applications software such as word-processing, spreadsheet, presentation, and student management programs;

Designs course curriculum, outlines objectives, and provides handouts of pertinent material to increase software utilization within the district;

Researches and evaluates new technologies; attends training sessions and seminars to further knowledge;

Develops extensive knowledge of district, i.e, identifies key district personnel, identifies computer equipment (type and amount) in order to develop appropriate training sessions;

Discusses software applications with users to determine level of satisfaction and/or the need to modify software;

Implements educational technology plans which are developed by a senior level administrator;
Conducts training programs in educational technology for teaching staff within school district;

Identifies and implements special projects within the district as the need occurs; prioritizes projects, schedules staff, etc. to meet department objectives;

Develops and maintains a regular visitation schedule for each school in order to provide effective training and plan for future training sessions;

Maintains a library of New York State Curriculum guides to be used in preparing training workshops which correlate with State curriculum objectives;

Assists in basic troubleshooting of personal computers, peripherals and applications software;

EXAMPLES OF WORK (Illustrative Only) (Continued)

Assists in research and purchase of hardware and software; processes purchase orders for applications and programs for the district;

Assists in preparation of the department budget;

May install and configure software for use.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of computers and peripheral equipment; good knowledge of Windows operating systems; working knowledge of data processing methodology and techniques in creating documentation and data security; ability to simplify technical terminology for training purposes; ability to communicate effectively both orally and in writing; strong presentation skills; ability to plan, organize and prioritize work assignments; ability to establish and maintain effective working relationships; initiative; tact; patience; flexibility; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either (a) graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and two (2) years of work experience utilizing automated systems equipment, one of which must have involved training users in the use of computer applications or (b) a Master's degree in computer science, educational technology or closely related field and one (1) year of training as outlined above or (c) a satisfactory equivalent combination of the foregoing training and experience.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in New York State at time of appointment.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:

In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.