

## USER SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Under supervision of a higher level administrator, an incumbent is responsible for organizing, preparing and conducting training programs in the use of computer hardware and software applications. An incumbent will conduct both formal and informal training sessions for the administrative and clerical staff of a school district. An incumbent also conducts training with the teaching staff in the use of educational technology to enhance their programs. An incumbent will assist in the day-to-day operation of the department, prioritizing projects, scheduling staff, etc. Supervision may be exercised over support staff. Does related work as required.

### 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;

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;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the principles, practices and techniques of developing training and education programs; good knowledge of computers, computer operating systems, and peripheral equipment; strong presentation skills; ability to plan and develop course curriculum and to integrate training programs with operations; ability to analyze the department to determine staff and departmental training needs; ability to simplify technical terminology for training purposes; ability to communicate effectively both orally and in writing with instructional, administrative, technical and support staff in order to effectively provide user training; ability to plan, organize and prioritize work assignments; ability to establish and maintain effective working relationships; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; initiative; tact; patience; flexibility; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Bachelor's Degree\* and two (2) years of work experience utilizing automated systems equipment, one (1) year of which must have involved training users in the use of computer applications.

SUBSTITUTION: A Bachelor's Degree\* in Computer Science, Information Technology, Educational Technology or a closely related field may substitute for one (1) year of the general work experience utilizing automated systems equipment. There is no substitution for the one (1) year of specialized experience.

SPECIAL REQUIREMENT: Possession of a valid license appropriate for the vehicle to be operated and issued by the New York State Department of Motor Vehicles. The appointing authority is responsible for verifying and ensuring that the candidate meets these conditions at time of appointment and throughout the course of employment.

\*SPECIAL NOTE: Education beyond the secondary level must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

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.

School Districts  
J. C.: Competitive  
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Job Class Code: S757