ASSISTANT USER SUPPORT INSTRUCTOR I

DISTINGUISHING FEATURES OF THE CLASS: This is an intermediate level position in a central data processing department responsible for training users in a variety of software packages of more complex nature. The training is conducted on the users' equipment or in group or individual sessions in the data processing department. This title is distinguished from the higher, User Support Instructor by its absence of regular programming responsibilities. The employee reports directly to and works under general supervision from, the User Support Coordinator. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed in a given position)

Assists the User Support Instructor in personal computer training;

Previews selected new software packages and learns to operate the package for demonstrational purposes;

Develops a lesson approach for selected software packages, establishing the pace of the users' program of instruction;

Demonstrates to users the "hands-on" operation of selected software packages and emphasizes the features of their terminal that will now be operative;

Participates in "in-house" training of new software packages with other data processing personnel;

Makes preliminary determinations of the department or agency's needs from the user's list of daily applications with guidance from the User Support Coordinator;

Confers with superior on the approach to take and format to use when instructing new users;

Reads and refers to current newsletters, periodicals and manuals related to the field of data processing.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the capabilities and limitations of software packages available to the users; working knowledge of the logical operation of computers and data communication devices; working knowledge of data processing equipment utilized by user departments and agencies; ability to format lessons and schedule out training sessions; ability to train users in software applications; ability to communicate effectively both orally and in writing; ability to demonstrate software products to one or several individuals; ability to establish and maintain effective professional relationships with others; thoroughness; initiative; foresight; physical condition commensurate with demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school

diploma, plus EITHER,

(A)   Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Computer Science; OR,

(B)   Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree, plus two (2) years of paid full-time or its part-time equivalent experience in operating a terminal on line with a main computer system utilizing two or more software packages; OR,

(C)   Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Science or closely related field, plus one (1) year of experience as defined in (B); OR,

(D)   Three (3) years of experience as defined in (B); OR,

(E)   Any equivalent combination of training and experience as defined by the limits of (A), (B), (C) and (D) above.

SPECIAL REQUIREMENTS: Depending on the position duties, candidates for employment with Monroe County Government will be required to pass a pre-employment drug test.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADOPTED: August 13, 1987