

USER SUPPORT COORDINATOR

Code No: 3-18-225

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position involving liaison activity between the Data Processing Department and user departments in the selection, implementation, revision and monitoring of the appropriate system and software necessary for increased productivity and efficiency. Work is performed independently under the general supervision of the Director of Data Processing. Direct supervision is exercised over a small clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Consults with department administrators and assesses departmental needs for automated data processing;

Assists in the selection process by recommending data processing application and appropriate software available;

Instructs user departments in the operation of the selected system;

Provides training materials for the user departments;

Works with all user departments as a central contact person to resolve functional problems;

Acts as a troubleshooter for user departments with hardware or software complications;

Directs certain operational problems to appropriate data processing personnel;

Establishes and maintains standards for all user interfaces with the Data Processing Department;

Monitors and updates the selected system and software.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of all the functions of a Data Processing Department; good knowledge of the automated data processing system and equipment; good knowledge of the advantages and disadvantages of available software, working knowledge of office practices and procedures; ability to analyze office procedures; ability to install and oversee the implementation of a new system, ability to communicate effectively both orally and in writing, ability to establish and maintain effective professional relationships with others; ability to instruct others in the use of data processing applications; supervisory ability; tact; good judgment; foresight; initiative; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of high school equivalency 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 related field plus three (3) years of paid full-time or its part-time equivalent experience in computer data

processing activities, two (2) years of which shall have been in a supervisory capacity working closely with user departments; OR,

- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Science or related field, plus five (5) years of paid full-time or its part-time equivalent experience in computer data processing activities, two (2) years of which shall have been in a supervisory capacity working closely with user departments; OR,
- (C) Seven (7) years of paid full-time or its part-time equivalent experience in computer data processing activities, two (2) years of which shall have been in a supervisory capacity working closely with user departments.

ADOPTED: June 14, 1984
Reviewed: 9/24/86