

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

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 with a Bachelor's degree in Information Technology, Computer Science, or a closely related field, plus two (2) years paid full-time or its part-time equivalent experience that involved training and supporting a minimum of two (2) or more software packages, one (1) year of which must have been in a supervisory capacity working closely with user departments; OR,
- (B) Graduation with a Bachelor's degree, plus three (3) years paid full-time or its part-time equivalent experience as described in (A) above, one (1) year of which must have been in a supervisory capacity working closely with user departments; OR,

- (C) Graduation with an Associate's degree in Information Technology, Computer Science, or a closely related field, plus four (4) years paid full-time or its part-time equivalent experience as described in (A) above, one (1) year of which must have been in a supervisory capacity working closely with user departments; OR,
- (D) Graduation with an Associate's degree, plus five (5) years paid full-time or its part-time equivalent experience as described in (A) above, one (1) year of which must have been in a supervisory capacity working closely with user departments; OR,
- (E) Seven (7) years paid full-time or its part-time equivalent experience as described in (A) above, one (1) year of which must have been in a supervisory capacity working closely with user departments; OR,
- (F) An equivalent combination of education and experience as defined by the limits of (A), (B), (C), (D), and (E) above.

NOTE: Your degree 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. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

SPECIAL REQUIREMENT: If you are appointed, you will be required to possess a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

Monroe County Civil Service Commission

ADOPTED: June 14, 1984

Reviewed: 9/24/86

REVISED: January 8, 2026