

## **USER SUPPORT INSTRUCTOR**

Code No. 4-18-266  
COMPETITIVE

**DISTINGUISHING FEATURES OF THE CLASS:** This is a training position in a central data processing department responsible for assisting users in the selection and implementation of more complex software packages by teaching the users the fundamental concepts of the new software and demonstrating actual operation of the package on the user's equipment. The employee is also responsible for developing applications to suit agencies' needs within software limitations. The User Support Instructor conducts group sessions or works on a one-to-one basis in providing this support service to the various departments and contracted agencies on line. Work is performed under general supervision of the User Support Coordinator or other higher-level staff member, with wide latitude allowed in the structuring of lessons. Supervision of others is not a responsibility of this class. 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.)

Previews all new software packages and learns to operate each package for demonstrational purposes;

Develops a lesson approach for each new software package, establishing the pace of the users' program of instruction;

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

Attends demonstrations, seminars, and workshops to keep informed of new innovations and trends in the software product market;

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

Makes determinations of the department or agency's needs from the user's list of daily applications;

Develops applications within software limitations to meet agency's need;

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 OF KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:**

Good knowledge of the capabilities and limitations of software packages available to the users; good knowledge of the logical operation of computers and data communication devices; working knowledge of computer programming techniques; working knowledge of data processing equipment utilized by user departments and agencies; ability to assess the software needs of the users; ability to format lessons and schedule 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 an equivalency diploma, plus EITHER:

- (A) Graduation with a Bachelor's degree in Information Technology, Computer Science, or a closely related field; OR,
- (B) Graduation with a Bachelor's degree, plus one (1) year paid full-time or its part-time equivalent experience that involved training and supporting a minimum of two (2) or more software packages; OR,
- (C) Graduation with an Associate'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 as described in (B) above; OR,
- (D) Graduation with an Associate's degree, plus three (3) years paid full-time or its part-time equivalent experience as described in (B) above; OR,
- (E) Five (5) years paid full-time or its part-time equivalent experience as described in (B) above; 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:** May 29, 1985

**Reviewed:** 9/24/86

**REVISED:** August 13, 1987

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