

## 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, 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 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 from a regionally accredited or New York State registered college or university with a Bachelor's degree in an Information Technology field, plus two (2) years of paid full-time or its part-time equivalent experience that involved training and supporting a minimum of two or more software packages; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree, plus four (4) years experience as described above in (A); OR,
- (C) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in an Information Technology field, plus three (3) years of full-time paid or its part-time equivalent experience as described in (A); OR,
- (D) Five (5) years full-time paid or its part time equivalent experience as described in (A).
- (E) Any equivalent combination of training and experience as defined by the limits of (A), (B), (C), or (D) above.

**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:** May 29, 1985  
**Reviewed:** 9/24/86  
**REVISED:** August 13, 1987  
**REVISED:** April 4, 2002