ASSISTANT USER SUPPORT INSTRUCTOR II

Code No: 4-18-291
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is an entry level position in a central data processing department responsible for training users in a selected area of software packages, such as word processing. Training is conducted on the users' equipment or in individual or group sessions in the data processing department. This title differs from the higher, Assistant User Support Instructor I by its less difficult and fewer training responsibilities. The employee reports directly to and work is performed under general supervision from, the User Support Instructor. 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.)

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

Deals with problems users may have;

Develops user training manuals for each assigned software package;

Develops simple applications;

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

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: Working knowledge of the capabilities and limitations of software packages available to the users; working knowledge of data processing equipment utilized by user departments and agencies; ability to train users in software applications; ability to develop training manuals; 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 an Associate's degree in Computer Science; OR,

(B)   Two (2) years 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)   Any equivalent combination of training and experience as defined by the limits of (A) and (B) 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.

<u>SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:</u>

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