APPLICATION TRAINING MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for the efficient management and administration of the Application Training Department. The work involves the responsibility of overseeing the delivery of application training services to component school districts, BOCES and the Mid-Hudson Regional Information Center (MHRIC). An incumbent is responsible for overseeing support services and training in areas of technology management, including Internet and web-based applications, office automation, shared administration, and point-of-service cafeteria management systems. The work is performed under the general supervision of the Director of the Mid-Hudson Regional Information Center (MHRIC). General supervision is exercised over staff in the delivery of services to school districts. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Assists Director in planning, promotion and presentation of services as well as facilitating delivery of technology application training and services;

Write proposals and technical plans for software support services concerning technology training and support in the school districts;

Acts as project manager for the implementation of a broad range of Internet and web-based products, office automation, e-mail, cafeteria management system products, and other technology management applications;

Coordinates the research and acquisition of web-based management applications and develops new value-added offerings to existing software;

Designs, develops, schedules, and assesses training programs and classes for client districts;

Chairs user group meetings;

Consults with district administrators to discuss their service needs;

Meets with MHRIC administrators and managers to plan on-going customer support and development of new services;

Assists in budget development, monitors expenditures and approves purchase orders within approved guidelines;

Supervises the staff of technology support and training personnel in providing clear communications and organized programs to component school districts;

Attends statewide committee meetings to develop short and long-range plans for the use of emerging technologies in areas of information management, especially as they relate to an education environment;

Negotiates contracts with vendors;

Assigns, reviews and evaluates the work of staff and prepares periodic performance reports.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the capabilities, function and potential of computer technologies and their application to the instructional environment; good knowledge of educational philosophies and trends; good knowledge of the principles of management or administration; good marketing skills; good organizational skills; ability to direct, plan, schedule and evaluate the work of others; ability to conduct presentations and supervise the development of training programs; ability to establish and maintain cooperative relations with clients and personnel; ability to understand and carry out complex oral and written instructions; ability to communicate effectively both orally and in writing; poise, initiative, tact and resourcefulness.

MINIMUM QUALIFICATIONS: Either:

A. Possession of a Master's Degree and two (2) years (full-time paid, or its' part-time equivalent) experience in applying technology training and support to user groups, which included or was supplemented by experience in project management; **OR**

B. Possession of a Bachelor's Degree and four (4) years (full-time paid, or its' part-time equivalent) experience in applying technology training and support to user groups, two (2) years of which included or was supplemented by experience in project management; **OR**

C. Possession of an Associate's Degree and six (6) years (full-time paid, or its' part-time equivalent) experience in applying technology training and support to user groups, two (2) years of which included or was supplemented by experience in project management; **OR**

D. An equivalent combination of training and experience as indicated above.

*Coursework in the use of specific programs such as WORD, EXCEL or ACCESS and data entry is not acceptable.

Note: Your degree or college credits must have been awarded or earned 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: Possession of a valid New York State driver's license appropriate to the vehicles operated or otherwise demonstrate their ability to meet the transportation needs of the job.

ULSTER COUNTY   Adopted: December 22, 2003
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Classification: Competitive
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