

## APPLICATION TRAINING SPECIALIST I

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves the responsibility of assisting component school district administrators in making informed choices on how computer technologies can best be integrated into their management systems. The work involves the responsibility of providing assistance with the coordination and delivery of application training services in the school districts. Incumbents are responsible for providing support services in the application of information management, office automation, Internet services, and shared administration applications. This position normally resides in the Application Training Department within the Mid-Hudson Regional Information Center (MHRIC). This position differs from the Applications Training Specialist II by virtue of not having the responsibility of project management duties. The work is normally performed under the general supervision of the Applications Training Manager with leeway allowed for exercising independent judgment in carrying out the details of the work. Supervision is not normally a function of this class. 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.

Provides assistance to the school districts in the selection, configuration and installation of the required hardware and software to make the best use of supported technology services and fully integrate that technology into their administrative processes;

Trains school district administrators and support personnel, one-on-one and groups, in the use of technology services and their application in the districts;

Provides on-site and/or classroom instruction for applications training in component school districts for information management services, including programs related to operating systems, internet and e-mail, word processing, databases and spreadsheets;

Serves as liaison to school districts for application training services by coordinating training and assisting in the set-up, configuration and maintenance of application software;

Provides telephone support to school district administrators and support personnel involved with information management services including instruction on various computer software, trouble shooting and diagnosing application problems;

Develops training programs by working with the districts in determining their long-term technology objectives and goals and providing support for technology services;

Consults with school district personnel on the development, maintenance and effectiveness of applications;

Develops and researches custom technology solutions and web-based applications for a school district and provides the training necessary to meet the district's need;

Researches and develops new materials needed for training, analyzes class training evaluations and researches new software applications;

Trains Regional Information Center personnel on PC and web-based applications relative to supported programs;

Coordinates a user group for sharing common problems and solutions;

Works with RIC staff and managers to improve current services and recommend system modifications or revisions;

Keeps apprised of current regulatory changes and how to incorporate into applications.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of computer software applications supported by the Regional Information Center; working knowledge of the organizational functions, policies and regulations of a regional information center and component school districts; working knowledge of available computer technologies and their application to the instructional environment; working knowledge of computer hardware and software technology; ability to problem-solve computer user related problems relative to software technology; ability to prepare and deliver training programs; ability to establish and maintain cooperative relations with others; ability to communicate effectively both orally and in writing; poise, tact and resourcefulness.

**MINIMUM QUALIFICATIONS:** Either:

- A. Possession of a Bachelor's Degree and one (1) year (full-time paid, or its' part-time equivalent) experience in applying technology training and support to user groups; **OR**
- B. Possession of an Associate's Degree and three (3) years (full-time paid, or its' part-time equivalent) experience in applying technology training and support to user groups; **OR**
- C. Successful completion of fifteen (15) credit hours\* in Computer Science, Information Resources Management, Information Technology, Management Information Systems, Business or closely related field offered by a technical training institute, college or a corporate training program and four (4) years (full-time paid, or its' part-time equivalent) experience in applying technology training and support to user groups; **OR**
- D. Graduation from high school or possession of a high school equivalency diploma and five (5) years (full-time paid, or its' part-time equivalent) experience in applying technology training and support to user groups: **OR**
- E. 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  
0202 APP TS I  
Classification: Competitive  
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Adopted: December 22, 2003  
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