

## APPLICATION TRAINING SPECIALIST II

**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 assisting the Applications Training Manager with the coordination and delivery of application training services in the school districts, BOCES and the Mid Hudson Regional Information Center (MHRIC). Incumbents are responsible for assisting in the planning, implementation and subsequently teaching the application of Internet services, information management, office automation software, and shared administrative 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 I by virtue of 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 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.

Organizes and conducts marketing presentations to interested groups in the component school districts;

Assists the Application Training Manager with the coordination and management of school district technology projects;

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

Acts as project manager and coordinator for the installation of applications and identifies the need for training (both initially and on-going) on MHRIC supported software;

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

Prepares appropriate documentation for applications;

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

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

Develops and prepares training programs by working with the districts to determine their long-term technology objectives and goals;

Consults with school district personnel on the development, maintenance and effectiveness of applications and evaluates enhancements to recommends system modifications;

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 Regional Information Center staff and managers to improve current services and recommend system modifications or revisions;

May guide Application Training Specialists and Application Training Support Assistants with their assigned tasks;

May serve as Webmaster for the Regional Information Center.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of computer software applications supported by the Regional Information Center; good 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; good marketing skills; ability to plan, organize, and manage projects; 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 understand and carry out complex oral and written instructions; poise, tact and resourcefulness.

**MINIMUM QUALIFICATIONS:** Either:

- A. Possession of a Bachelor's Degree and two (2) years (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 four (4) 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 five (5) 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 diplomas and six (6) 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  
0203 APP TS II  
Classification: Competitive  
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Adopted: December 22, 2003  
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