APPLICATION TRAINING SUPPORT ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This position is an entry level professional position which involves the responsibility for assisting in providing training support and/or one-on-one training to component school district employees using computerized applications supported by the Mid-Hudson Regional Information Center (MHRIC). Incumbents in this class provide basic on-site, phone or internet support to resolve a variety of user related software problems and/or training needs under the guidance of Application Training Specialist personnel. The work is performed under the general supervision of the Applications Training Manager with leeway allowed for exercising independent judgement 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.

Assists Application Training Specialist personnel in the planning and delivery of staff and service development activities;

Assists department personnel by acting as a liaison between school district administrators and Regional Information Center support personnel in order to facilitate requested services;

Provides basic on-site training in computer software for component school district personnel, including hands on, step-by-step instruction on entering data and generating reports;

Acts as specialist in training school district personnel on database management software (MS Access, etc.);

Acts as a coordinator and registrar for all on-site MHRIC classes, analyzes course attendance and class offerings and makes recommendations on future class offerings and schedules;

Prepares periodic reports for Application Training Manager and MHRIC Director on class participation, scheduling and feedback assessment;

Provides centralized phone and/or internet support for school district personnel who have undergone on-site training including both reviewing the on-site training and analyzing, researching and resolving reported problems;

Supports Regional Information Center personnel on the development, maintenance and effectiveness of applications and the business associated with such applications;

Assists in planning and scheduling the use of training facilities;

Observes and participates, under the guidance of Application Training Specialist personnel, in teaching instructional technology applications to component school districts in order to learn and improve course content;

Designs, creates and produces quarterly newsletters and brochures for department services including responsibility for the layout, design, collection and editing of articles;

Assists with the design, editing and maintenance of the home page for the Application Training Department.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of computer software applications supported by a BOCES Information Center; working knowledge of computer hardware and software technology and applications, specifically Microsoft Access; working knowledge of training methods and procedures; ability to communicate effectively both orally and in writing; ability to problem-solve computer user-related problems relative to software technology; ability to form and maintain effective working relationships with others; ability to plan, organize and prioritize one's own work; ability to follow written and oral instructions; poise, tact and resourcefulness.

MINIMUM QUALIFICATIONS: Either:

A. Possession of an Associate's Degree and one (1) year of experience in applying technology training and support; **OR**

B. Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience in technology training and support; **OR**

C. An equivalent combination of training and experience as described in A and B above.

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: November 29, 2001
0204 APP TSA   Revised: December 22, 2003
Classification: Competitive   Revised: September 8, 2022
OA