PROGRAM SPECIALIST TRAINEE

DISTINGUISHING FEATURES OF THE CLASS: This is a trainee position in the competitive class for which candidates are selected on a basis of their general knowledge of computer information technology concepts. Candidates must have the ability to learn specific program areas pertaining to the support of services for the Mid-Hudson Regional Information Center (MHRIC). Candidates will be assigned to a specific program area depending upon their interests, background and abilities, and the current needs of the program. The work is performed under the direct supervision of a higher-level program specialist or manager. Individual performance is continually observed and evaluated. Appointees not meeting required standards could be terminated at any time during the training period. The term of a trainee appointment is limited to one year during which time the employee is expected to complete formal training in a specific program area. These areas include providing consultation services to component school districts on the specific use of student and testing support and instructional software applications. Upon completion of the traineeship, candidates will be advanced to one of the following titles in which trained and acquire permanent competitive class status in that title:

Application Training Specialist I
Financial Services Specialist I
Network Systems Specialist I
Special Education Services Specialist I
Student Services Specialist I
Testing Services Specialist I

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.

Assist in delivering instructional technology training on software applications ensuring relatedness to the New York State Learning Standards, school district curriculum, instruction and assessment;

Assist in providing telephone and/or e-mail support to component school district personnel regarding the use of computer applications systems including both reviewing the on-site training and analyzing, researching and resolving reported problems;

Assist in preparing report requests from component school districts using appropriate computer applications systems as it applies to an assigned department;

Assist in entering data and generating reports for component school district personnel;

Assist in providing basic on-site computer software applications training for non-teaching component school district personnel;

Participates in all necessary classroom or on-the-job training exercises to become fully aware of the products offered to client school districts, as well as the policies and procedures of the Mid-Hudson Regional Information Center, in providing those services;

Learns how to provide on-site computer software applications training for component school district administrators and support personnel performing administrative services with programs supported by MHRIC;

Participates in the training necessary to provide telephone support to school district administrators and support personnel;

Learns how to analyze, research, and resolve reported problems with the supported software programs;

Learns the skills necessary to serve as liaison for MHRIC with the school districts;

Learns how to prepare materials for meetings and training sessions that support application requirements;

Participates in MHRIC staff meetings and departmentally organized user groups to share common problems and work toward solutions that improve current services;

Does related work as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of available computer technologies and their application to the instructional environment; working knowledge of computer hardware and software technology; ability to obtain a working knowledge of computer software applications supported by the Regional Information Center; ability to obtain a working knowledge of the organization functions, policies and regulations of a regional information center and component school districts; ability to operate a personal computer and utilize common office applications programs including databases and spreadsheets; ability to problem-solve computer user related problems relative to software technology; ability to learn how 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; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

A. Graduation from a New York State registered or regionally accredited college or university with a Bachelor's Degree, which included or was supplemented by fifteen (15) credit hours* in Computer Science, Information Resources Management, Information Technology, Management Information Systems or closely related field; **OR**

B. Graduation from a New York State registered or regionally accredited college or university with an Associate's Degree, which included or was supplemented by fifteen (15) credit hours* in Computer Science, Information Resources Management, Information Technology, Management Information Systems or closely related field and two (2) years (full-time paid, or its' part-time equivalent) experience in applying technology training and support to user groups and/or experience involving instructional or training activities in a classroom setting; **OR**

C. Successful completion of fifteen (15) credit hours* in Computer Science, Information Resources Management, Information Technology, Management Information Systems, or closely related field offered by a technical training institute, college or a corporate training program and three (3) years (full-time paid, or its' part-time equivalent) experience in applying technology training and support to user groups and/or experience involving instructional or training activities in a classroom setting; **OR**

D. Graduation from high school or possession of a high school equivalency diploma and four (4) 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.

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
5105 PRG SP TR   Revised: September 19, 2008
Classification: Competitive
OA