

Jurisdictional Class: Competitive
EEO Category: Technicians
Revised: 04/05/2018

COMPUTER SPECIALIST (TRAINING)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this position is responsible for assessing and training staff on computer systems to implement and adapt computer software for their individualized use in processing data. An incumbent also operates computers and related peripheral equipment. The work is performed under general supervision of a higher level supervisor, with leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision over the work of others is not a responsibility of employees in this class. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Trains personnel in the use of computer hardware including disk handling, printer setup, and operation;
Conducts in-service training in the use of software and administrative applications;
Coordinates and resolves problems associated with hardware, software, training, and production;
Ensures timely implementation of hardware and software, training and production;
Explains revisions in existing software packages to adapt to changes in administrative processing and procedures;
Consults with superiors and reports problems and deviations affecting workload and scheduling;
Uses previously designed and stored programs to set up and make changes in standard forms and/or variable documents by manipulating keyboard activated cursors on display screen;
Receives training requests and forwards for review;
Evaluates training needs;
Develops curriculum to meet training needs;
Coordinates training schedules;
Makes recommendations for additional training, as needed;
Provides continuing telephone support for staff.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the use and operation of computers and related peripheral equipment; working knowledge of the application of computer equipment to accounting and statistical problems; working knowledge of office terminology and procedures; ability to adapt purchased software to existing applications; ability to manually manipulate an alpha-numeric keyboard at a satisfactory rate of speed; ability to understand and follow oral and written instructions; ability to plan and schedule computer training activities; ability to instruct others in the use of computers and the adaptability of computers and purchased software to financial and statistical record keeping; accuracy.

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MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree, including or supplemented by twelve (12) semester credit hours in the fields of computer science, computer technology, data processing or a closely related field; **OR**
- (B) Graduation from a regionally accredited or New York State registered year college or university with an Associate's Degree, including or supplemented by six (6) semester credit course in the fields of computer science, computer technology, data processing or a closely related field, **AND** two (2) years of micro-computer experience; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of experience, as defined in (B) above.

NOTES:

- 1. Verifiable part-time and/or volunteer experience as defined in (B) above will be pro-rated toward meeting full-time experience requirements.
- 2. Successful completion of additional credit hours in computer science, data processing or a closely related field, from a regionally accredited or New York State registered college or university, may be substituted for work experience above as follows: 3 credit hours = 1 month of experience.

Title change from "Micro-Computer Specialist (Training)": 12/21/2006

Adopted: 12/15/1989

Revised: 01/26/1993; 06/15/1995; 06/23/1995; 10/21/1996; 04/05/2018