

SYSTEMS TRAINING ASSISTANT

03810

(Competitive)

DISTINGUISHING FEATURES OF THE CLASS

The work involves responsibility for instructing and reinforcing knowledge of a variety of "on line" and/or P.C. based applications used in educational computer services environment. The employee instructs designated clerical, instructional and administrative personnel within the school districts in the use and capabilities of a program package in areas such as financial services, student testing and evaluation, student services and computer assisted instruction. Instruction is given in the basics of keyboard operation, in a step by step procedure to receive the desired goals within the particular application. Leeway is given within the instructional aspect of the work, allowing the employee to mold the necessary training to the specific areas of the employee and/or districts. It requires that the employee maintain contact with employees who are application users for the purpose of reinforcing their knowledge of the program and correcting identified errors. Supervision is not exercised in this position.

Assignments are received verbally and in writing from the employee's supervisor and work is reviewed by submission of activity reports and the familiarity of instruction in the use and operation of the computer application. Does related work as required.

This class is developed for educational settings and the hardware used may differ between jurisdiction. The need for familiarity in the field of computers is essential to this class.

TYPICAL WORK ACTIVITIES

Assists with the initial training of personnel in the various mainframe and PC applications available under the respective educational institution. This includes keyboard instruction, forms completion, screen display uses, and instruction manual use.

Assists in research activities and preparation of materials for training programs, meeting and problems related to specific information processing applications.

Maintains a task log of training activities and provides periodic written summary status reports to supervisor.

Attends staff and user meetings for the purpose of knowledge acquisitions and recommending changes in training delivery to best service the application user.

Assists user personnel with problems encountered with the software and initial contact on equipment.

Tests and documents software for use in personal computers.

Logs and analyzes all incoming data for accuracy when requested.

Contacts school district personnel regarding errors detected; has errors corrected and gives instructions for eliminating these in the future.

Acts in a liaison capacity with software vendor support personnel to resolve issues with software, hardware or supplies.

Prepares report formats and coordinates time lines for report production.

Assures that the integrity of the data and database is maintained and that data files and user procedures are updated and monitored in an accurate and timely manner.

May develop, write and document various application programs.

May install and modify on-line software and their enhancements.

May coordinate the work schedule with the user and adjust assignments for user effectiveness and utilization of applications in areas of service and responsibility.

May recommend to supervisor personnel changes to achieve a better result.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Good knowledge of the principles and practices of data processing as related to the processing of input and output of data.

Good knowledge of the capabilities and problems associated with PC's and keyboard entry equipment.

Good knowledge of clerical procedures as related to data processing with emphasis on coding, code matching and basic arithmetic skills.

Good knowledge of current techniques used in the instruction and training in Personal Computers (PC) and their program capabilities.

Working knowledge of the various educational data processing applications.

Working knowledge of the equipment associated with PC's in use in the various school districts.

Ability to maintain records of all input, output and in-process programs.

Ability to plan, develop, and execute a training program to give the users a good knowledge of the application and assurance in its product.

Ability to implement a training program directly with individuals or with groups of users.

Ability to evaluate a training program for effectiveness with individuals or with groups of users.

Ability to organize ones work in a logical manner and according to established policies and procedures.

Ability to maintain accurate records and logs.

Ability to express oneself clearly and concisely, both verbally and in writing.

MINIMUM QUALIFICATIONS

Promotion:

Two (2) years of permanent competitive class status as a Control Clerk.

Open Competitive:

A) Graduation from a regionally accredited or New York State registered college or university with an Associate degree in computer science or a closely related field and one (1) year of work experience, or its part-time equivalent, in software product support and training, or;

B) Three (3) years of work experience, or its part-time equivalent, in software product support and training.

08/2011 REVISED