

COMPUTER SYSTEMS TRAINER

DISTINGUISHING FEATURES OF THE CLASS: This is technical work of a moderately complex nature involving the development and implementation of computer (network and non-network personal computers) training programs, the assessment of computer needs and the provision of ongoing computer user support. The work is performed under the general supervision of a manager or administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Develops and implements introductory, basic and advanced computer training programs consistent with software packages, including but not limited to Word, Access and Excel;
Assesses and identifies data processing needs, develops solutions for computer problems (e.g. using commercial off-the-shelf software), and/or makes effective recommendations for change where appropriate;
Assists staff in designing and applying computer programs as needed;
Oversees computer and information processing training programs and maintains appropriate training records and reports;
Assists staff in the development of computer applications to automate the retrieval, storage, reporting, and transmission of data;
Gathers data for the analysis of administrative, operational and unit systems problems and support, and provides technical assistance for the resolution of such problems;
Participates in the development and maintenance of networks, particularly in the installation and upgrade of software and the maintenance of data directories;
Assesses and makes recommendations regarding computer hardware and software needs.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of principles and practices of computer training; thorough knowledge of computer application development and support; good knowledge of the development and maintenance of networks; ability to use, modify and/or create appropriate technical training manuals; ability to establish and maintain cooperative relationships with others; ability to clearly and concisely present and train individuals and groups*.

MINIMUM QUALIFICATIONS: A Bachelor's degree or higher in Computer Science, Management Information Systems, or related, and three (3) years of work experience which included computer application development and user support, at least one (1) year of which must have included experience in computer training, or

A Bachelor's degree or higher and (4) years of work experience which included computer application development and user support as a substantial** portion of the job, at least one (1) year of which must have included computer training, and experience using word processing, spreadsheet, database, calendar and e-mail software.

*To be demonstrated during the probationary period.

**Substantial is defined as more than one-third of work time.

R.C.D.P. (06.18.2002) 11.15.2015 - Job specification may be subject to further revision
Competitive