

## **SYSTEMS TRAINING ASSISTANT**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for instructing and reinforcing knowledge of a variety of software 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 software applications, student management, special education, cafeteria and productivity. Training is provided in a step by step procedure to receive the desired goals within the particular application. Leeway is given within the training aspect of work, allowing the employee to mold the necessary training to the specific areas of the employee and/or districts. It requires that the 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 of operation of the computer application. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Performs the initial training of personnel in the various software applications;  
Researches known issues with the software applications;  
Prepares training materials used in training programs and meetings;  
Maintains a task log of training activities and provides periodic written summary status reports to supervisor/coordinator;  
Attends staff and user meetings for the purpose of knowledge acquisitions;  
Assists end users with problem resolution with the software application;  
Tests, documents and installs software applications;  
Tests new features and enhancements associated with the software applications;  
Contacts school district personnel regarding errors detected;  
Has errors corrected and provides training for eliminating these in the future;  
Develops, writes and documents various application programs and functions;  
Works with the districts to determine which staff has access to which parts of the software;  
Manages records regarding access and scheduling of required reporting of districts;  
May recommend procedural and documentation changes to supervisor/coordinator to achieve a better result.

**FULL PERFORMANCE KNOWLEDGE, 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 workstation hardware, software and peripherals;  
Good knowledge of current techniques used in the instruction and training for computer applications;  
Working knowledge of the various educational computer applications;  
Ability to plan and devise a training program to give the users a good knowledge of the applications and assurance in its products;  
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:**

- A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelors' degree or higher and one year experience supporting computer applications software\*;
- B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associates' degree or higher and three years experience supporting computer applications software\* or;
- C) Graduation from high school or possession of an equivalency diploma and five years experience supporting computer applications software\*.

**\*Computer Applications Software** is designed to help the "end user" to perform specific tasks. These may include but not limited to database programs, enterprise software, accounting and data management software, office suites, graphics software, or media software.