

INFORMATION TECHNOLOGY TRAINING SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for instructing and reinforcing knowledge of a variety of software applications used across Broome County Government and the organizations it serves. Training is provided in a step-by-step procedure to receive the desired goals within each 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 departments. It requires that the employees who are application users are tested for the purpose of reinforcing their knowledge of the program and correcting identified errors. 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. Supervision is not exercised in this position. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assesses training needs, develops training programs and courses that cater to identified needs.
Designs and/or curates curriculum;
Uses material that are engaging and interactive training materials (manuals, guides, presentation, exercises;
Utilizes appropriate methodologies (e-learning, gamification, webinars, in person, online, and one-on-one training and testing/evaluation methodologies);
Conducts initial training of personnel in the various software applications and helps design ongoing training for existing systems for new employees and employees in new roles;
Maintains records of training activities, including curriculum, participation/attendance, progress and performance results;
Prepares and presents periodic written summary status reports to supervisor/coordinator;
Helps end users recognize and clearly describe software-related problems to ensure accurate escalation to the appropriate support channels;
Attends staff and user meetings for the purpose of knowledge acquisition;
Assists the Business Applications Team with testing new features and enhancements associated with the software applications;

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Stays current with existing application changes so that training materials are updated and accurately reflect current processes and procedures.

May recommend procedural and documentation changes to supervisor/coordinator/project team to achieve a better result.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of modern technologies and information security;

Good knowledge of application troubleshooting approaches and concepts;

Good knowledge of current techniques used in the instruction and training for computer applications;

Ability to adapt and adjust training approaches based on audience needs, project changes, or technical updates;

Ability to communicate effectively both orally and in writing;

Ability to develop and maintain effective working relationships;

Ability to explain complex concepts in a clear and relatable way verbally and in writing;

Ability to prepare, present, and maintain accurate records and reports;

Patience and empathy to support learners at different skill levels without frustration;

Good time management skills.

MINIMUM QUALIFICATIONS:

A) Possession of a Bachelors' degree or higher and one year experience supporting computer applications software*;
OR

B) Possession of an Associates' degree 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*.

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***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.

NOTE: Your degree must have been awarded by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of education. If your degree was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.