

## **OFFICE SYSTEMS AND TRAINING COORDINATOR**

### **DISTINGUISHING FEATURES OF THE CLASS:**

The work involves responsibility for providing office systems support services to city employees as well as coordinating training programs for them. The incumbent in this position is responsible for providing technical end-user support activities by answering questions, diagnosing and resolving user problems related to computer networks, software and hardware, and providing on-going maintenance and upgrades to commercial software applications. In addition, the incumbent records, maintains, updates and tracks employees attendance in mandated training, schedules training deemed necessary by department heads, assists with developing a training budget as well as policies and procedures relative to the implementation of training services. The work is performed under general supervision with wide leeway allowed for the exercise of independent judgment. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Provides end-users with diagnostic/problem-solving services related to software packages, hardware and network issues;

Provides training to staff in using new office equipment;

Prepares a variety of reports related to the work;

Plans, coordinates and schedules training programs by contacting the appropriate agency and/or vendor responsible for providing the training;

Assists City administrators with the formulation of policies and procedures relative to the implementation of training programs and services;

Assesses training needs of employees by consulting with department heads to gather information with respect to the training needs of their staff;

Creates and maintains personnel records tracking training activities and attendance;

Consults with City personnel to determine the type of new software applications needed;

Contacts vendors for repairs to software, hardware and peripheral equipment;

Completes inventory and establishes a control system for general office equipment such as printers, fax machines, personal computers and other related office equipment;

Assists with training budget for the City by gathering the necessary financial data;

Maintains and processes complex records including computerized records;

Acts as a liaison for program or agency training activities with administrators and participants.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of computer hardware, software and peripheral equipment used by various departments in a municipality;

Good knowledge of office terminology, procedures and methods;

Working knowledge of modern training principles and practices;

Ability to diagnose and resolve computer hardware and software problems;

Ability to train others in the use of personal computer hardware, software and peripheral equipment;

Ability to compile data and background information;

Ability to prepare and maintain records and reports;

Ability to communicate effectively both orally and in writing;

Ability to establish a rapport with others for the purposes of obtaining or conveying information

Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- (a) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree and one (1) year of experience, which shall have involved computer support activities such as troubleshooting micro-computer equipment and training users in software applications; or
- (b) Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience as defined by the limits in (a); or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.