Civil Division: Oneida County Government, BOCES,
                                          Mohawk Valley Water Authority
Jurisdictional Class: Competitive
EEO Category: Technicians
Revised: 05/16/13

<u>**SENIOR COMPUTER SPECIALIST (TRAINING)**</u>

<u>**DISTINGUISHING FEATURES OF THE CLASS:**</u> The incumbent in this position is responsible for assessing and training staff on computer systems to implement and adapt computer software for their individualized use in processing data. An incumbent also operates computers and related peripheral equipment, and solves problems associated with software. This position differs from Computer Specialist (Training) in that the senior-level incumbent has gained expertise to handle more complex situations and problems. The incumbent also acts as team leader in the development of new software programs and other new systems for implementation and as the information technology liaison with departments for prioritizing orders, requests and procedures. The work is performed under the general supervision of a higher level, with leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision may be exercised over Computer Specialists (Training) and other subordinate personnel. The incumbent performs related work as required.

<u>**TYPICAL WORK ACTIVITIES:**</u> (Illustrative Only)
Provides continuous training in the various computer information/work order systems for employees and others who have been granted permission for use;
Works as the information technology liaison with departments to prioritize computer information systems and work orders, to automate manual procedures and to prioritize technology requests;
Works with program developers for updates, enhancements and integration features for the computer information/work order systems and/or web pages;
Maintains the phone and wireless phone systems and their requested changes;
Provides training in Microsoft Suite for all employees;
Provides training for wireless, land line phones, and all wireless peripheral equipment;
Supervises subordinate technical support personnel;
Acts as team leader in the development of new software programs and other new systems for implementation;
Coordinates and resolves problems associated with software, training, and production;
Ensures timely implementation of hardware and software, training and production;
Consults with superiors and reports problems and deviations affecting workload and scheduling;
Receives training requests and forwards for review;
Develops curriculum to meet training needs;
Coordinates training schedules;
Makes recommendations for additional training, as needed;
Maintains inventory of all technology related forms and supplies;
Assists in providing updated documentation for the computer information and work order systems;
Provides help desk response for employees and maintains request records;
Works with vendors and employees to complete various assessment projects;
Provides testing and documentation for disaster recovery procedures.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the use and operation of computers and related peripheral equipment; good knowledge of the application of computer equipment to accounting and statistical problems; working knowledge of wireless/land line telephone systems; working knowledge of office terminology and procedures; ability to adapt purchased software to existing applications; ability to plan and supervise the work of others; ability to understand and follow oral and written instructions; ability to plan and schedule computer training activities; ability to instruct others in the use of computers and the adaptability of computers and purchased software as needed; ability to interact well with others; strong interpersonal and customer service skills; accuracy.

MINIMUM QUALIFICATIONS: Either:

(A)   Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree, including or supplemented by twelve (12) semester credit hours in the fields of computer science, computer technology, accounting, statistics, or a closely related field **AND** one (1) year of computer software systems experience; **OR**

(B)   Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree, including or supplemented by six (6) semester credit hours in the fields of computer science, computer technology, accounting, statistics, or a closely related field, **AND** three (3) years of computer software systems experience; **OR**

(C)   Graduation from high school or possession of a high school equivalency diploma **AND** five (5) years of computer software systems experience.

NOTE: Successful completion of <u>additional</u> credit hours in computer science, or a closely related field, from a regionally accredited or New York State registered college or university, may be substituted for work experience above as follows: 3 credit hours = 1 month of experience.

NOTE: Part-time or volunteer experience as defined above will be pro-rated toward meeting the minimum qualifications.