

**Job Title:** Systems Support Specialist II-Training Coordinator  
**Department:** Help Desk Services  
**Supervisor:** Help Desk Services Manager  
**Date:** April 2006  
**Updated:** April 2008

**A. PURPOSE OF THE JOB:**

To plan, coordinate, conduct, and facilitate formal, specialized, and one-on-one training for faculty and staff, to enhance the level of productivity and efficient use of supported software consistent with University objectives.

**B. DUTIES:**

The preponderance of the duties is related to training faculty and staff as well as providing Help Desk support.

1. Major Duties:

- a. Incumbent is responsible for planning, coordinating, conducting, and facilitating formal, specialized, and one-on-one training on supported software as well as providing specialized help desk support,
- b. Conducts and coordinates formal, specialized, and one-on-one training sessions,
- c. Develops, evaluates, maintains, and implements training material including manuals, presentations, and related materials,
- d. Maintains training Web site,
- e. Maintains training accounts and files,
- f. Provide Help Desk coverage as needed,
- g. Troubleshoots, assists in, resolves, and follows up on campus work orders,

- h. Provides and coordinates consultation, tutorial, and training services to faculty and staff on software, techniques, and related equipment and materials,
  - i. Assists in installing new and existing software,
  - j. Tracks, analyzes, reports, and evaluates training program's efficiency and utilization, and
  - k. Performs related work as assigned.
2. Occasional and subordinate duties: the incumbent is required to perform various operational duties such as:
- a. Research and evaluate software, and
  - b. Preparing reports.

**C. KNOWLEDGE AND SKILLS:**

1. Required education: a Bachelor's Degree from an accredited institution in Computer Science, Management Information Systems, or related field. Demonstrated training and support experience may be considered in lieu of a degree.
2. Skills required:
- a. Experience in training and supporting users in the operation of computer office automation software and operating systems,
  - b. Demonstrated ability to work successfully in a customer service computing position or computer Help Desk,
  - c. Working knowledge of the principles, practices, and techniques of computer operation, information systems, computer software and hardware, information security policies and procedures, Help Desk environment, local and wide area networks,
  - d. Ability to communicate technical concepts and materials to faculty, staff, and vendors,
  - e. Problem solving skills,

- f. Ability to install and configure software,
- g. Ability to thrive without close supervision and exercise independent judgment and confidentiality in completing tasks,
- h. Extensive knowledge of PC computer software, peripherals, and operating systems, and
- i. Working knowledge of the University's current computer applications and networks.

**D. FISCAL RESPONSIBILITY:**

N/A

**E. APPLICATION OF KNOWLEDGE AND SKILLS:**

The most practical aspects of the job relate to duties such as assisting the faculty and staff with available resources to accomplish their objectives by offering the highest level of customer service and software training. This occasionally involves researching and applying current trends in technology that will provide more efficient and effective usage of computer software.

General issues to be dealt with are the day-to-day tasks that ensure a highly skilled work force. This typically involves meeting with users in their environment to troubleshoot issues and recommend solutions. Sitting, standing, and walking are required on a daily basis and may be for extended periods of time. Additionally, software support requires a constant monitoring of trends, bugs, fixes, and updates. Peripheral support is reliant on working knowledge of the mechanics of printers, scanners, fax machines, and any other types of office equipment.

**F. SUPERVISION:**

N/A

**G. EXTENT OF PUBLIC CONTACT:**

The incumbent is required to interact with all members of the University community.

1. Daily contact within the University: occurs with students, faculty, and staff.
2. Contact outside of the University: may include personnel from other state agencies, schools, and vendors.