

**Career Service Authority**  
***Data Training Coordinator***

Revised Date  
Revised By Don Braden  
FLSA Code Exempt  
Est. Date 09/16/95

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***General Statement of Duties***

Works as a member of an agency professional data processing team to design and conduct computer training modules and provide network, hardware and software support for staff who use computers and peripheral equipment.

***Essential Duties and Knowledge, Skill, and Ability Requirements***

1. Assesses training needs, and designs and conducts training sessions one-on-one and in the classroom and evaluates training effectiveness.
  - *Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.*
  - *Skill in utilizing the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.*
  - *Skill in program assessment and evaluation.*
2. Provides computer, network and software support to users as part of the assessment and the evaluation processes.
  - *Skill in using computers and a variety of software.*
  - *Knowledge of computer hardware and software sufficient to be able to maintain a computer system and troubleshoot problems.*
3. Produces and distributes printed materials which announce classes offered, explain hardware and software updates and provide feedback on user questionnaires.
  - *Skill in devising marketing strategies including development of flyers and various other literature.*
4. Assists users with identification of computer resources for production projects.

- *Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.*
  - *Skill in utilizing the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.*
5. Some positions may publish training, system and support documentation, consistent with established standards.
- *Knowledge of computer hardware and software sufficient to be able to maintain a computer system and troubleshoot problems.*
  - *Skill in preparing professional written documentation, utilizing correct grammatical form and clearly expressing ideas.*
  - *Skill in independently adapting, interpreting and applying written guidelines, precedents and standardized work practices to a variety of unprecedented or problematic situations.*
6. Some positions may consult with user departments to analyze work content; determine hardware and software needs; recommend purchase, modification or deletion of specific software packages, including retention or deletion of site licenses; and develop proposed systems on a designated platform.
- *Skill in program assessment and evaluation.*
  - *Skill in exercising initiative, judgement, and decision making in solving problems and meeting organizational objectives.*
7. Performs other related duties as assigned or requested.

*Any one position may not include all of the duties listed. However, the allocation of positions to this class will be determined by the amount of time spent in performing the primary duties listed above.*

## ***Job Requirements***

### **Level of Supervision**

Performs leadwork over subprofessional employees.

### **Guidance and Decision Making**

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guidelines in order to interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in unprecedented situations. Work assignment is performed within an established framework under general instructions. Employee is responsible for

determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated. Completed work is generally reviewed for soundness of judgement, conclusions, adequacy and conformance to policy.

**Interpersonal Communications**

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented.

**Physical Demands**

Standing: remaining on one's feet in an upright position.

Sitting: remaining in the normal seated position.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s)

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

**Vision Requirements**

Near Acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

**Mental Demands**

Memorization

Oral Comprehension

Written Comprehension

**Working Conditions**

Subject to many interruptions

**Minimum Education**

Baccalaureate Degree in Business Administration, Mathematics, Computer Science, Operations Research or a related field.

**Minimum Experience**

Three years of professional data processing experience analyzing business needs, designing systems and writing and testing programs, including two years providing classroom instruction to data processing users.

**Equivalency**

A combination of education and experience may be substituted for the minimum education requirement and for up to one year of the required data processing systems analyst experience.