

## ORANGE COUNTY CLASS SPECIFICATION

**TITLE:** DESKTOP COORDINATOR **GRADE:** 12

**TITLE ABBREVIATION:** DESKTOP COORD **TITLE NO.:** 6305

**JURIS.CL:** C **SALARY CODE:** 01 **EEO CODE:** TE **FLSA CODE:** NE(2)

**DEPARTMENT:** GENERAL SERVICES **DIVISION:** DESKTOP SERVICES

**SUPERVISOR'S TITLE:** SENIOR DESKTOP COORDINATOR

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for conducting on-going training activities for all levels of employees in County government who will be using desktop/personal computer equipment. The work is carried out in accordance with established policies and procedures and involves scheduling, conducting, developing and evaluating the educational programs used to teach desktop software applications. Incumbent will be required to perform other duties including routine software functions; assisting users in implementing systems (i.e. responds to problems or questions); providing related support to the help desk; and performing basic computer operations duties on an as needed basis. Work is performed under the direct supervision of the Senior Desktop Coordinator with latitude for independent judgement in determining training methods. Incumbent may be required to work flexible hours, evenings and weekends as needed. Does other related duties as required.

### **TYPICAL WORK ACTIVITIES:**

1. Conducts formalized training classes on an on-going basis to all user departments;
2. Schedules, confirms and makes arrangements for facilities, equipment and personnel for training programs;
3. Assists in the development, revision and implementation of standardized or specialized training programs, outlines and/or materials;
4. Prepares evaluation reports on effectiveness of classroom training and makes recommendations for program changes where indicated;
5. Performs routine system administration duties such as maintaining user work areas, performing archiving functions, obtaining user index listings, completing necessary reports;
6. Assists users with problems and/or questions regarding word desktop software functions and procedures;

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7. May assist with annual training services budget preparation, preparation of evaluation reports and routine administrative duties;
8. Provides backup support for the desktop publishing function;
9. Attends educational sessions and seminars to keep abreast of current training techniques and desktop systems as required.

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

Thorough knowledge of the techniques of developing, delivering and evaluating training programs and seminars; good knowledge of the functions, concepts, and operating capabilities of word processing, spreadsheet applications, networked electronic mail systems, and graphic presentation packages; good knowledge of the concepts and use of personal computers; ability to plan and organize curriculum and teaching aids; ability to instruct both professional and clerical employees; ability to communicate effectively, both orally and in writing; ability to establish and maintain good working relationships with people; resourcefulness; initiative; tact; emotional maturity; excellent personal hygiene; ability to work independently; 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, or higher, in Computer Science or related field and one (1) year of paid work experience in desktop systems implementation including word processing, electronic mail, spreadsheet applications, graphic presentation packages, and personal computers, providing training in a structured classroom setting and user assistance;  
OR
- (B) Graduation from high school or the possession of a high school equivalency diploma and three (3) years of full time paid experience as stated in (A) above; OR
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

**NOTE:** Must possess at time of appointment and maintain a valid driver's license. Ability to lift and carry fifty (50) pounds.