

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1651

TITLE: INFORMATION TECHNOLOGY EDUCATOR II

GRADE: S-21

DEFINITION:

Under general supervision, performs full performance level work, providing training to County employees in the use and application of business application software packages; develops course curricula and training materials; plans and coordinates software training to meet the needs of an assigned group of County agencies; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This class is distinguished from the Information Technology Educator I in that positions allocated to the lower level class assist with course development and delivery or may independently teach beginning level courses on a limited range of software applications.

This class is distinguished from the Information Technology Educator III in that positions allocated to the Information Technology Educator II class design, develop and deliver training courses on the full range of applications, predominately at the beginning and intermediate levels. Positions allocated to the Information Technology Educator III class develop and deliver courses in the full range of applications, predominately at the advanced levels, and provide assistance and back-up to the Director of the Automated Systems Training Center (ASTC) in a variety of areas, such as administrative activities and overall program planning and work plan development.

ILLUSTRATIVE DUTIES:

As a member of the ASTC training team, researches, designs, develops, and refines course curricula and training materials for courses, predominantly at the beginning and intermediate levels, on the full range of business application software packages: DOS and windows based word processing, spreadsheet, database management, graphics/desktop publishing, and the County's electronic mail system;

Presents standard and customized training courses;

Provides consultation to users seeking assistance with specific software features and functions;

Develops and delivers customized training sessions for agencies or groups with special needs;

Independently, or with one other ASTC training team member, conducts needs assessment and maintains liaison, and facilitates meetings with agency training coordinators to determine and address the immediate and future business application software training needs of an assigned group of agencies;

Ensures that staff from assigned agencies are equitably scheduled for available training sessions;

Acts as a mentor for agency trainers participating in the ASTC's train-the-trainer program; and

Maintains knowledge of new business applications software and enhancements to existing business application software.

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Page 2

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of operating systems and business application software packages;
Knowledge of, and ability to address adult learning styles;
Effective oral and written communication skills;
Platform training/presentation skills;
Project management skills;
Skill in the application of a variety of operating systems and types of business applications software (word processing, spreadsheet and database management, and graphics/desktop publishing);
Ability to plan, organize, and prioritize workload;
Ability to conceptualize and design software applications to improve the efficiency of manual processes;
Ability to work both independently and as part of a team;
Ability to teach/convey technical material to end-users;
Ability to develop and write courseware;
Ability to conduct needs assessments;
Ability to motivate students with varying skill levels;
Ability to facilitate meetings;
Ability to keep abreast of changing software technology.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to:
Graduation from an accredited college or university with a Bachelor's degree;
Three years of experience providing technical support/training on computer business applications software packages (word processing, spreadsheet, database management, desktop publishing/graphics, etc.), INCLUDING
One year of experience troubleshooting in and developing technical documentation on intermediate and/or advanced level software applications in a multi-platform, business environment. A Master's degree may be substituted for one year of the required experience.

CERTIFICATES AND LICENSES REQUIRED:

Not applicable.

REVISED: May 16, 1997
ESTABLISHED: February 13, 1995