INSTRUCTIONAL TECHNOLOGY TECHNICIAN II

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

SUMMARY:

Under direct supervision, oversees, leads, and coordinates the development, installation, maintenance, and/or modification of business application programs, or advanced programs for special projects. Provides guidance and direction in establishing the functions and tools required for the successful development and implementation of documents and templates required by users/customers. Maintains a broad knowledge of state-of-the-art technology, software, and/or systems relative to high performance computing.

DUTIES AND RESPONSIBILITIES:

1. Oversees developments and improvements to the use of applications software.
2. Leads and coordinates the development of user requirements; develops project applications specifications and implementation programs, and advises on alternative system/application implementation approaches.
3. Coordinates the analysis of user project proposals, identifies potential problem areas, and recommends imaginative, thorough, and practical approaches to project path.
4. Coordinates the development and training of applications software; reviews designs, analyzes and develops procedures for the use of, and training for applications software.
5. Reviews the development of training materials, and coordinates training programs and workshops in parallel processing and use of applications.
6. Oversees user and on-call applications support and problem resolution; provides customer problem resolution and assistance services, and ensures highest level of technical support to staff.
7. Oversees the preparation and delivery of demonstrations in support of departmental representation at trade shows, conferences, and related events.
8. Prepares and presents briefings and professional papers and/or articles, as appropriate, on the application of high performance computing to specific areas of departmental expertise.
9. Coordinates support for and/or provides leadership for a variety of project-related activities requiring expertise in specific applications support and training areas.
10. Oversees the functional and day-to-day activities of technical and support personnel, to include training, and problem resolution.
11. Assists in recommending and establishing division policies and procedures.
12. Performs miscellaneous job-related duties as assigned.
MINIMUM JOB REQUIREMENTS:

Bachelor’s degree requested and at least 3 years of experience that is directly related to the duties and responsibilities specified.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Knowledge of current office applications, application development, concepts, and techniques.
- Ability to develop and present educational programs and/or workshops.
- Ability to communicate with and understand the requirements of professional staff in area of specialty.
- Ability to interpret and evaluate user proposals and to develop alternative implementation plans as appropriate.
- Ability to develop technical documentation for training, software/hardware use, user procedures, and as-required project deliverables.
- Ability to determine the nature and cause of technical problems and coordinate hardware and/or software solutions.
- Ability to coordinate and integrate computer applications development from an overall applications services perspective.
- Ability to develop and deliver effective technical presentations, both verbally and in writing.

DISTINGUISHING CHARACTERISTICS:

Position requires: A) Coordinating the analysis of user project proposals, development, implementation, installation, and testing of applications software; B) Overseeing user and on-call applications support and problem resolution; C) Leading the development of user requirements, the development of project applications specifications and implementation programs; D) Advising on alternative system/applications; and E) Overseeing functional activities of technical and support personnel.

WORKING CONDITIONS AND PHYSICAL EFFORT:

Physical Abilities: Position involves light to medium work including walking, standing, stooping, carrying and lifting of medium to heavy weight materials (up to 50 lbs.) and work in small or confined spaces. Requires visual acuity and depth perception, strong arm, hand and finger dexterity and hand, eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

01/01/05