



OHIO
UNIVERSITY

Classification and Qualification Standards

PC Training Supervisor

Manager Role

Career Series: Technical Support	Grade: G	Date Established: 9/11/2002	FLSA Category: Exempt
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JOB SUMMARY

Under administrative direction, the PC Training Supervisor has broad decision making authority and independence and serves as a resource to others in the resolution of complex issues. This classification requires extensive management skills, computer experience, and technical training experience. Develops policies and procedures to ensure efficient computer software training seminars and quality service pertaining to technical documentation, technical presentation, and technical support. Trains and manages employees. Presents training seminars and assists faculty, staff, and students regarding the use of university supported software applications. Creates and makes technical documentation available to faculty, staff, and students (Knowledge of personal computer software and e-mail Quick Reference Guides, etc.). Coordinates software installations and maintenance of the training computer lab.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Develops policies and procedures for efficient computer software training seminars and quality service pertaining to technical documentation, technical presentation, and technical support.
2. Trains, manages, and evaluates employees.
3. Coordinates software installations and maintenance of the training computer lab.
4. Coordinates and maintains quarterly training schedule.
5. Coordinates the quarterly training seminar offerings brochure.
6. Writes technical documentation for university supported software and hardware.
7. Presents computer software training to faculty, staff, and students regarding the use of University supported software and hardware.
8. Enters and maintains instructional lab reservations for training.
9. Keeps current regarding technology trends.
10. Performs other duties as assigned.

Worker Characteristics (knowledge, skills & abilities to perform the job duties)

Knowledge of computer software, (MS Office, e-mail, Internet, HTML); computer hardware systems (PC systems); computer operating systems (Windows; Macintosh); training techniques; technical writing skills. Skill in operation of computer and peripheral devices (scanner, printer). The ability to communicate clearly both verbally and in writing. Familiarity with instructional design and teaching methods. Ability to direct the work of others and work in a team environment. Capable of setting priorities and moving several tasks forward simultaneously.

Minimum education & experience required (including training, registration & licensure)

Completion of undergraduate program in a computer related field, management, or similar field is required. Minimum of five years experience with computer software training, computer technical support, computer software, and hardware is required. Minimum of three years experience in management is required.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.