



## **Desktop Applications & Training Coordinator**

### **Position Summary**

The Desktop Applications & Training Coordinator has expert knowledge of the Microsoft Office Suite and is able to help end users maximize their use of the software in addressing complex business challenges. This will be accomplished by recommending configuration parameters that improve ease of use, preparing quick-tip guides and on-line training videos as well as offering classroom instruction. The role will also play a key part in introducing custom developed applications to new users and providing advice on the use of new technology such as new Windows OS and tablet devices. They will identify opportunities to improve the efficiency and effectiveness across the organization by researching and recommending new software and system configurations.

### **Key responsibilities**

Liaise with business analysts to identify emerging business requirements and how desktop applications may contribute to and enhance business solutions.

Evaluate desktop application requirements by working directly with clients and conducting end user surveys.

Maintain expert knowledge of current Microsoft Office software releases and respond to advanced inquiries for employees

Prepare Knowledge Base documents to support IT staff in their ongoing operations.

Analyze helpdesk incidents to determine when to engage training and other support mechanisms to help clients become more knowledgeable and self-sufficient.

Prepare user guides, tip sheets, newsletter articles website FAQs and other resources to support use of computer technology.

### **Requirements**

- Understanding of operating systems, software applications, computer hardware and network systems achieved through a three year College diploma in Information Technology
- Microsoft Office Specialist (Masters Level) or two years relevant education/experience
- Advanced technical writing skills required to prepare curriculum, knowledge base documents and reports
- Knowledge of computer operating systems, particularly Windows desktop and applications technology
- Extensive knowledge of Adobe Suite, SharePoint & LMS experience is considered an asset

**Compensation Information**

\$29.73 - \$37.41 per hour (As per collective agreement)

Union Affiliate: Canadian Union of Public Employees (CUPE), Local 5820, Bargaining Unit 5820.01

To apply for this opportunity, please visit our Careers page at [www.simcoe.ca](http://www.simcoe.ca)

*The County of Simcoe thanks all applicants for their interest in this opportunity, but please note that only those candidates selected for an interview will be contacted. No telephone calls please.*

*Personal information provided is collected under the authority of the Municipal Act (2001) and will be used to determine eligibility for employment.*

*The Corporation of the County of Simcoe is an Equal Opportunity Employer, and will provide employment accommodation upon*