IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

SENIOR SERVICE SPECIALIST FOR THE BLIND 2

DEFINITION

Serves as the member of an assistive technology project team for the Department for the Blind in the capacity as an assistive technology analyst, documentation specialist, or assistive technology instructor. Researches, develops, and documents speech and Braille access systems, and develops and implements strategies for efficient use with standard computer application software; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Writes first drafts of documentation and training material for computer software; tests tutorial materials for accuracy, feasibility, and user-friendliness.

Documents strategies, functions, procedures, configurations, and related interaction between software programs.

Writes, edits, revises, formats, and produces tutorial documents in print, electronic, and cassette tape formats; receives draft documentation from the Assistive Technology Analysts for editing and Beta testing; works with other team members on testing tutorials before production and release.

Develops strategies for using computer software; demonstrates technical knowledge of major products in the screen access fields; configures common computer application programs and speech and Braille screen access systems to work most efficiently.

Develops and maintains databases; researches and develops database of all public and private agencies and publications interested in speech and/or Braille computer screen access technology.

Develops, produces, and distributes notices, articles, instructions, and related informational materials; prepares and disseminates announcements, articles, and similar informational materials to promote distribution and utilization of the projects materials.

Coordinates, maintains, and updates web site; monitors use and effectiveness of bulletin board; responds to requests for information and other technical questions; logs inquiries, notes problems, and researches appropriate responses; provides detailed support to trainers, users, and the public regarding specific computer software.

Plans and implements regional and national training conferences; develops contact persons within other agencies serving the blind so that duplication can be avoided; assesses their need for assistive technology training; identifies resources available.

Cooperates and shares knowledge and expertise with Department staff and other employees of state government.

COMPETENCIES REQUIRED

Knowledge of current information technology theories and practices.

Knowledge of current hardware and software capabilities.

Knowledge of computer programming languages.

Knowledge of the Department's programs and services.

Knowledge of classroom and on-the-job educational methods, procedures, and techniques.

Ability to plan, organize, and evaluate training activities to meet training needs and priorities.

Ability to communicate technical information in an organized and simplified manner.

Ability to conduct extensive research to satisfy customer issues.

Ability to learn new technology on a regular basis.

Ability to analyze own work processes.

Ability to work without direct supervision and work productively in a team environment.

Ability to represent the Department's philosophy and culture.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited college or university with major course work in technical writing, education, computer science, or related fields and experience equal to three years of full-time work in technology, education, computer science, engineering or a closely related field;

<div align="center">OR</div>

an equivalent combination of education and experience substituting the equivalent of one year of full-time work experience, outlined above, for each year of the required education to a maximum substitution of three years.

NOTE:

Positions in this class are exempt from the screening and referral requirements of the Iowa Department of Administrative Services – Human Resources Enterprise. Apply directly to the Department for the Blind.

Effective Date: _____11/00_____ BLR