

Oak Grove School District

JOB TITLE: DIVISION TECHNOLOGY SUPPORT AND TRAINER SPECIALIST

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:

To perform responsible routine clerical duties in Educational Services Division; to provide support services to division computer users; and to plan and develop training materials, schedule and present professional development; diagnosis and resolution of problems/malfunctions in computer applications. This job class exercises independent judgment and problem solving skills in support of the Division's technology services. This job requires specialized knowledge in the area of computer operations and related software applications.

TYPICAL DUTIES

- Compose independently, or from oral instructions, letters requesting or giving information or dealing with routine matters not involving policy questions
- Establish record keeping systems for a variety of functions
- Provide specialized user support services; train and assist users
- Respond to reports of software problems; working with Information System to refer repairs to technicians, factory service or warranty-covered repairs to appropriate vendor or service agency in accordance with established guidelines
- Receive and respond to telephone calls for assistance from users, acting as a technical resource
- Conduct software applications and computer training as needed by employees for the performance of their duties

MINIMUM QUALIFICATIONS

- Possess and maintain a valid California driver's license
- Knowledge of proper office methods and procedures including telephone techniques, correct letter and report writing
- Knowledge of proper English usage, grammar, spelling and punctuation
- Knowledge of computers, current operating systems, software applications, utilities and peripherals
- Knowledge of the principals and methods of customer service and support
- Skill to understand and carry out both oral and written instructions in an independent manner
- Skill to accurately operate a computer keyboard at a rate of 55 words per minute
- Skill to implement and conduct effective professional development
- Skill to establish and maintain a wide variety of efficient record keeping and filing systems
- Skill to communicate tactfully and effectively in both oral and written form
- Skill to deal effectively with a wide variety of personalities and situations requiring tact, judgment, and poise

MINIMUM QUALIFICATIONS (Continue)

- Skill to quickly achieve expertise on designated computer hardware, peripherals and software
- Skill to quickly identify problems involving the use of personal computers, applications or peripheral, secure and diagnose relevant information and determine appropriate action for resolution of identified problems
- Skill to work independently
- Skill to organize and implement professional development
- Skill to help others learn and gain confidence in using computers to assist them in their work
- Ability to stand and walk for prolonged periods. Significant physical abilities include fingering/reaching/handling; lifting/carrying; stooping/kneeling/crouching; talking/hearing conversations; near visual acuity