

Oak Grove School District

JOB TITLE: TECHNOLOGY SUPPORT AND TRAINING SPECIALIST

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

To perform responsible routine clerical duties in the Information Systems Department; to provide support services to district computer users; and to plan and develop training materials, schedule and present training workshops; to receive technology repair requests, process requests through established processes and procedures; to provide diagnosis and resolution of problems/malfunctions in microcomputer applications, limited hardware and peripherals. Employees in this classification receive limited supervision within a standard framework of standard policies and procedures. This job class exercises independent judgment and problem solving skills in support of District's administrative computer services. This job class requires specialized knowledge in the area of microcomputer operations and related software applications.

TYPICAL DUTIES

- Type letters, reports, purchase orders, forms, newsletters, directories, bulletins, and memoranda
- Compose independently, or from oral instructions, letters requesting or giving information or dealing with routine matters not involving policy questions
- Order, receive, stores forms and supplies
- Establish record keeping systems for a variety of functions such as work orders, software licensing, IP addressing, inventory
- Provide specialized user support services; train and assist administrative users
- Schedule and coordinate district computer lab activities
- Respond to reports of equipment malfunction and software problems; refer repairs to technicians or factor service or warranty-covered repairs to appropriate vendor or service agency in accordance with established guidelines
- Maintain an inventory of computer hardware and software; maintain other records on assigned equipment and utilization
- Receive and respond to telephone calls for assistance from users, acting as a technical resource
- Perform diagnostic tests with users and analyze results in order to determine appropriate course of action
- Conducts software application and microcomputer 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

MINIMUM QUALIFICATIONS (Continue)

- Knowledge of microcomputers, 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 45 words per minute
- Skill to implement and conduct effective training programs
- 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
- Skill to successfully apply technical and specialized knowledge to practical situations
- Skill to quickly achieve expertise on designated microcomputer hardware, peripherals and software (including Microsoft Word, Microsoft Excel, Microsoft Power Point, Microsoft Access, SASIxp, Phonemaster, Eudora Pro, and Netscape) and any other District adopted software packages
- 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 training programs
- 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