

CLASSIFIED JOB DESCRIPTION

TRANSPORTATION TECHNOLOGY SUPPORT TECHNICIAN I

JOB SUMMARY:

Under general direction, supports the Transportation Department staff in the planning, implementation, migration, testing, and operational support of all Transportation Department technology systems and processes, including the routing software (Transfinder), vehicle safety data, and fleet maintenance vehicle database software. Develops procedures and documentation for the use of these systems. Supports hardware troubleshooting for all related endpoints.

Responds to daily transportation software support inquiries; prepares and delivers one-on-one and group training; manages and controls all transportation technology problems; coordinates requests for hardware/District-supported software with the Information Service's Help Desk; assists with the operation of transportation software products and upgrades; and provides on-site and telephone support for transportation user questions.

Committed to innovation, teamwork, collaboration, and cross-training to provide high quality services to students, parents, staff, and community. Performs other duties as assigned.

ESSENTIAL JOB FUNCTIONS:

- Works with Information Technology (IT) Department to properly administer and support transportation system hardware and software.
- Is familiar with technology wired and wireless networking concepts and practice.
- Is principal facilitator and administrator of all transportation system software; responsible for the implementation and updating of (and/or administrating other users in the update of) the geocode, maps, school boundaries, student database, school bus stops, editing runs, and routes within the system; and responsible for management and control, training and support of users, system maintenance, and seeing that the system output is accurate, reliable, and not redundant.
- Manages, controls, understands, coordinates and supports fleet maintenance and fuel system software with the Transportation Department facilitator and users of fleet maintenance.
- Assists with installation, support, training, and administration of all transportation computer/software systems as they are acquired.
- Researches and solves user problems, adaptable to varying urgent problem situations to resolve issues.
- Develops and documents operational procedures for supporting transportation systems and software; documents problems, solutions, and support provided.
- Collaborates with all departments of collection of data needed to support Transportation Business Services. Supports new software releases and upgrades, works with related vendors support and service groups.
- Develops and presents training materials for transportation staff and users in the utilization of transportation software systems and technology.
- Instructs and supports transportation staff in the use of all Transportation Department software, including email, time-clock, word processing, spreadsheet, database, scheduling, and presentation software used.
- Works with IT Department to protect the integrity of the Transportation Department hardware and software by maintaining, using, and training transportation staff in the proper use of computer equipment, software, and the use of District standard anti-virus software. Knowledge of current operating systems.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- A customer service attitude is a critical quality in this position.
- Experience with multiple technology, versed in how it is used, preferably in a business or school environment; recent experience in software issues; knowledge, set up, and use of Transportation Department software, including GPS; and experience in implementing business and educational computer system improvements, customer training, and using computerized databases.
- Ability to effectively communicate with nontechnical staff regarding the use of their necessary software; isolate and resolve problems in the operation of transportation technology and software; document work required and work completed; and work effectively with and support all Transportation staff and users. Must be flexible to deal with changing priorities.
- Skilled at exporting, copying, and verifying data files and backups. Establishes other databases as needed for summer school and other special circumstances as they arise. Knows Excel, Word, PowerPoint and/or Office 365.
- Knowledge of concepts of technology integration and problem solving including how computers and technology systems can improve the Transportation Department services, and the District's business, administrative, and educational practices.
- High school diploma or GED required. College degree preferred. Evidence of a valid California driver's license and insurability for operation of District vehicles.

Desired Additional Experience:

- Highly desirable additional experience includes:

Knowledge of how a modern Transportation Department functions and experience with transportation system bus stops, runs, and routes; familiarity with California laws and regulations regarding bus stops and transportation of school-age children; familiarity with local city and county area layout and growth; recent knowledge and experience with routing software or similar transportation software; knowledge and experience with the Fleet Maintenance system; proficiency in installation, maintenance, and support of computer software; and understanding of GPS, networking and voice over IP (VOIP).

Classified Salary Schedule: Range 34

BOARD APPROVED: 12/8/98

REVISION DATES: 11/16/04

1/21/15

7/18/23

08/09/2023