

CLASS SPECIFICATION
Technology Training Assistant

GENERAL PURPOSE

Under general supervision, provides assistance to teachers, students, parents, and district personnel in the use of computer technology; prepares training materials, brochures, handbooks, student newspapers, newsletters, catalogs and other required materials; participates in providing desk top and LAN technical support and problem resolution services for the operation and use of personal computers and peripheral equipment, local area networks, Technology Center labs and instructional software; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Technology Training Assistant is responsible for providing guidance and training to District personnel regarding effective use of hardware and industry-standard software. The incumbent assists in maintaining all materials, equipment and supplies to support the Technology Center. The employee performs troubleshooting and problem resolution for Technology Center computer labs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class. There will typically be an assigned schedule for these duties.

1. Conducts training and provides assistance in the use of Microsoft Office and other current industry standard technology to administrators, teachers, other District personnel, students and parents; schedules workshops and training sessions, schedule and record satellite telecasts; oversees use of all Technology Center equipment; conducts or assists in providing training and workshops.
2. Documents activities of the Technology Center; maintains and distributes user request forms, training manuals and documentation.
3. Installs and configures industry-standard and instructional software in accordance with established criteria; installs and configures specialized instructional and educational software as authorized; installs or relocates, configures and tags PCs, laptops, printers, hardware, devices and other peripheral equipment for inventory purposes; establishes and configures connectivity for hardware and devices to the District-wide network.
4. Diagnoses hardware and software malfunctions; perform preventive maintenance, replace components and perform other minor maintenance and repair; installs and configures replacement equipment; coordinates major repair of hardware with users, other District staff and/or outside vendors; assists certificated teachers in debugging systems problems.

5. Interviews and consults with administrators and other school site staff to identify Technology Center computer hardware or software requirements; contacts vendors and researches, analyzes and evaluates computer hardware, software or peripheral equipment.
6. Answer inquiries, and provide information concerning standards, procedures and programs; maintains manuals and regulations related to copyright, FCC, satellite stations, VCR, computer hardware and software and all other related matters.
7. Maintains Technology Center budgets, maintains records and assists with coordination of District courses for credit through the University of California, Riverside and other colleges or universities.

OTHER DUTIES

1. Attends meetings, training seminars and professional meetings; monitors and reviews new software and hardware products and tools.
2. Designs and creates camera-ready graphics for flyers, brochures, handbooks and newsletters, making effective use of District equipment and resources.
3. Prepares various reports, as required.

QUALIFICATIONS

Knowledge of:

1. PC hardware, operating systems, industry-standard software, instructional software and operating characteristics.
2. Training methods, procedures and techniques to optimize learning environment for District personnel, students and parents.
3. Principles and practices of computer platform and network operating systems similar to those used by the District and school sites.
4. Methods and techniques for the installation and configuration of hardware, software and network connectivity.
5. Methods and techniques for troubleshooting, determining the causes of and resolving hardware and software problems and device errors and failures.
6. Standard business software packages, including word processing, spreadsheet, presentation, graphics and database programs.
7. Basic research techniques, methods and procedures.
8. Copyright guidelines applicable to the duplication of materials and media.

9. Methods and procedures for the storage and inventorying of hardware, software and instructional media.
10. Basic office methods and practices, including filing and record keeping.

Ability to:

1. Operate computer and peripheral equipment.
2. Obtain accurate and complete information from users, in person and by telephone, to identify their needs and problems and develop responses and solutions.
3. Install and configure PCs, laptops, printers, other peripheral equipment, devices, presentation and instructional equipment and other technology tools.
4. Troubleshoot, diagnose and resolve difficult and complex computer and PC hardware, software and connectivity problems and failures of varying difficulty efficiently and effectively.
5. Read and interpret diagrams, specifications and manufacturers' instructions for the operation of digital instructional equipment.
6. Follow and apply written and oral work instructions.
7. Prepare clear, accurate and comprehensive hardware and software specifications and purchase requisitions in assigned areas of responsibility.
8. Communicate effectively, orally and in writing.
9. Prepare and maintain records and reports.
10. Set priorities and work independently without the need for more than minimum supervision.
11. Make sound independent judgments within established guidelines.
12. Establish and maintain highly effective customer-focused working relationships with users, administrators, teachers, students, other District and site staff, vendors, parents and others encountered in the course of work.

Education, Training and Experience:

Graduation from high school or GED equivalent; completion of specialized courses in information technology; and a minimum of two years of increasingly responsible experience in IT hardware and software support including experience in training methodologies; or some combination of education, training and experience that produces the requisite knowledge and ability. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid California Class C driver's license, a good driving record and the ability to maintain insurability under the District's vehicle insurance policy.

Upon acceptance of the District's offer of employment, new hires may be required to complete a baseline physical examination prior to the first day of employment.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stand; and lift, carry, move or push objects weighing up to 50 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work under intensive deadlines; and interact with users, administrators, teachers, students, other District and site staff, vendors, parents and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.

Board Approval 10/2/2008