

Job Title:	Nutrition Services Technician-Trainer	Job Code:	060410
Job Family:	Nutrition Services	FLSA Status:	Non-Exempt
Pay Program:	Classified	Shift Differential:	No
Typical Work Year:	12 months	Pay Range:	G15

SUMMARY: Maintain hardware/software in Nutrition Services to ensure optimal performance and user satisfaction. Manage IT equipment, train staff, and resolve technical issues with IT. Works as a liaison between the Nutrition Services Department and external vendors, performing on-site troubleshooting and audits to ensure compliance. Provide training to Nutrition Service employees on hardware/software and how to identify and claim a reimbursable meal. Manages compliance and accountability for meals claimed to the United States Department of Agriculture (USDA) and Colorado Department of Education (CDE). Oversee inventory, maintain databases, generate reports, manage projects, and develop tools to improve efficiency.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Maintain, update, and troubleshoot all departmental hardware and software systems, ensuring optimal performance and user satisfaction. Oversee the storage, maintenance, cleanliness, and utilization of all IT equipment. Manage the installation, training, and maintenance schedules for departmental software and hardware, ensuring systems are current and staff are well-trained. Escalate complex technical issues to the IT department or software vendors when beyond the scope of departmental expertise, facilitating prompt and effective resolutions. Act as a key liaison between the Nutrition Services Department and external departments/vendors, ensuring clear communication and coordination on technology-related matters. Travel to various school sites to perform troubleshooting, repairs, replacements, installations, and on-the-spot training, addressing system needs and user queries. Audit point-of-sale systems, accounting practices, and cashier operations, ensuring adherence to federal, state, district, and departmental standards annually. Provide ongoing support in the use of equipment, execution of financial accounting tasks, processing of deposits, and generation of reports, ensuring compliance and accuracy. Oversee the inventory of computers and related technological equipment, ensuring all items are accounted for, functional, and up to date. Coordinate with the purchasing department for the procurement, updating, and bidding of IT equipment and software, aligning with departmental needs and budgetary constraints. Serve as the primary technical support contact for all departmental software and technology issues, ensuring efficient operation and user competency.	D	70%
2. Design, establish, and oversee the continuous update and maintenance of databases, spreadsheets, and documentation critical to the operations of the Nutrition Department, ensuring accuracy, confidentiality, and easy access for authorized personnel. Generate and provide comprehensive reports as required by departmental leadership, applying analytical skills to develop insights and recommendations based on data trends and operational metrics. Lead and coordinate project implementation initiatives as instructed by the Department Director, ensuring projects align with departmental goals, timelines, and budgets. Create and refine evaluation tools and procedures aimed at assessing the effectiveness and efficiency of department systems, fostering continual improvement and innovation in departmental processes and service delivery.	W	10%
3. Efficiently compile, verify, and submit required reports to state bodies, departmental heads, and other relevant entities within designated timeframes, ensuring accuracy and compliance with all guidelines. Promptly address and rectify discrepancies in the Point of Sale (POS) system arising from banking errors, such as returned checks and deposit variances, along with processing refunds and editing checks as necessary. Oversee customer accounts, ensuring any issues are resolved swiftly and satisfactorily, maintaining high standards of professionalism and customer service. Manage and maintain critical operational systems including online payment processing, order placement, inventory control, Free and Reduced Benefit applications, and accounting functions, ensuring seamless operation and integration. Oversee meal accounting processes, certifying that all procedures adhere strictly to state, federal, and local regulations, ensuring the department's operations remain compliant and above reproach.	D	5%

4. Keep internal and external district webpages updated with current department information. Assist with maintenance and updating of department website with current resources and information for Nutrition staff.	W	5%
5. Keep current on best practices by attending conferences, professional development courses, reading periodicals and trade publications.	W	5%
6. Perform other job-related duties as assigned.	Ongoing	5%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- High School diploma or equivalent.
- Minimum of one (1) to three (3) years of computer and software experience required.
- Minimum of three (3) years of work experience that required customer service.
- Training, supervisory, and child nutrition experience preferred.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.
- Must meet minimum national professional standards and training requirements for school nutrition professionals who manage and operate the National School Lunch and School Breakfast Programs.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Ability to travel between district facilities within the required timeline.
- Advanced skills are needed in problem solving issues.
- Critical thinking and problem-solving skills.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to manage multiple tasks with frequent interruptions.
- Ability to manage multiple priorities.
- Ability to keep up-to-date technically and apply new knowledge to your job. Includes adapting to and mastering new system applications and processes as implemented by the district or department.
- Ability to diffuse and manage volatile and stressful situations.
- Ability to engage in effective communication, collaboration, and teamwork with individuals from diverse backgrounds, cultures, and perspectives, while demonstrating respect and appreciation for their differences.
- Ability to work with students and staff with diverse backgrounds and abilities.
- Ability to promote and follow Board of Education policies, District Policies, building and department procedures.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cybersecurity with respect to student and staff data, and related information systems.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals.
- Operating knowledge of district information technology systems and any other department specific software and equipment required within 2 months after entering position.
- Operating knowledge of and experience with MS Office Suite (Word/Excel/PowerPoint) and Google applications.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Nutrition Service Resource Manager	3021

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	None		

- Responsible for training employees; planning, assigning and directing work; assisting with appraising performance; and addressing complaints and resolving problems.

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- Responsible for compiling annual budget information for replacement computers, monitors, printers, and peripherals.
- Manage refunding, lunch balance roll over; closes out student accounts and archives them; finalizes and stores the end of year lunch payment and balance history.
- Daily audit of bank deposits.

- Monitors meal counts to assure accurate accountability on meal claims to the state and federal governments.
- Manage deposit discrepancies.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk		X		
Sit			X	
Use hands and fingers to handle and/or feel				X
Reach with hands and arms			X	
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds		X		
Up to 50 pounds	X			
51 to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare			X	
Analyze				X
Communicate				X
Copy			X	
Coordinate			X	
Instruct			X	
Compute			X	
Synthesize		X		
Evaluate				X
Interpersonal Skills				X
Compile			X	
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts		X		
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	
Loud	X
Very Loud	