Poudre School District

HUMAN RESOURCES DEPARTMENT

# JOB DESCRIPTION

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|---|---|---|---|
| Job Title: | **Information Technology Trainer** | FLSA Status: | **Exempt** |
| Job Family: | **Information Technology** | Pay Range: | **IT80Y** |
| Prepared/Revised Date: | **October 15, 2019** | Job Code: | **38107** |

**SUMMARY:** Responsible for designing, creating and maintaining online, electronic and in-person technical training materials and documentation. Provide ongoing technology related training to district staff, focused on classified staff, to build technical skills in support of district goals and initiatives as well as staffs' defined job roles.

**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. Frequency of duties, percent of time and work year may vary based on department or building assignment.*

| Description of Job Tasks | Frequency<br>Daily = **D**<br>Weekly = **W**<br>Monthly = **M**<br>Quarterly = **Q**<br>Annually = **A** | % of Time<br>On an annual basis, e.g. 10 hours of a 40 hour work week = 10/40 = 25% |
|---|---|---|
| 1. Train district staff, with a focus on classified staff, in use of district supported applications and technology. Design, create and maintain documentation, workflows and learning resources including but not limited to, quick guides, tutorials, screen casts, online courses, webinars, seminars and courses and individual training sessions. | D | 20% |
| 2. Work collaboratively with Information Technology Department staff and cross functional departments, business partners and teams, including Professional Learning Team staff and content experts; participate in job shadowing to identify project and/or training needs. | D | 15% |
| 3. Assist in reviewing, analyzing, testing and documenting system functionality of district supported technology. | D | 12% |
| 4. Schedule training opportunities in collaboration with Professional Development Team for all staff, with a focus on classified staff; collaborate with supervisor/IT Leadership Team, IT department, and school administrators for staff training opportunities/meetings. | D | 10% |
| 5. Support and serve as a resource for district staff in basic functions of district supported software including custom in-house applications. Perform basic troubleshooting, use, and testing of applications in support of up-to-date, accurate and complete documentation/training materials. | D | 10% |
| 6. Lead, manage and coordinate assigned projects with supervisor, Applications Support staff, and other IT staff guidance. Assist with business process change management and project teams as determined by district and department requests. | D | 5% |
| 7. Assist in district-wide communications in collaboration with Applications Support and IT Support Center staff. | D | 5% |
| 8. Attend work and arrive in a timely manner according to established schedules. | D | 1% |
| 9. Assist with design, content management and maintenance of all Information Technology website(s) and Intranet solutions, as well as social media, in collaboration with IT staff and guidance of IT management. | W | 5% |
| 10. Assist with phone and in-person support with both IT Support Center and Applications Support Teams. Collaborate with all IT staff to gain knowledge of supported applications and technical content. | W | 5% |

| | | |
|---|---|---|
| 11. Assist in training and educating all staff on up-to-date information regarding data accuracy and privacy with overall adherence of requirements according to federal and state laws, as well as district policies, department procedures/guidelines and latest technology best practices, and relevant up-to-date information and guidance. | M | 3% |
| 12. Support, mentor, and assist in onboarding of new IT staff as well as central office PSD district staff in use of technology, best practices and adherence to technology policies and procedures. | M | 3% |
| 13. Work collaboratively with district and school staff to recommend, implement and train on best practices, guiding principles and use of district applications. | M | 3% |
| 14. Perform other duties as assigned. | Ongoing | 3% |
| | **TOTAL=** | **100%** |

**EDUCATION AND RELATED WORK EXPERIENCE:**

- Associates degree in computer science, computer information systems, or related field; bachelor's degree preferred
- Three years of experience in a computer related field required; experience in adult, technical education or training preferred
- Equivalent combination of education and experience acceptable

**LICENSES, REGISTRATIONS or CERTIFICATIONS:**

- Criminal background check required for hire
- Valid Colorado driver's license

**TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Advanced oral and written communication skills
- English language skills
- Strong interpersonal relations skills
- Strong math skills
- Advanced customer service skills
- Strong organizational, time management, and attention to detail skills
- Flexible work schedule including ability to conduct training sessions outside of the workday
- Knowledge of professional development in current technology tools used by organizations as well as training techniques
- Ability to lead project team and communicate project status effectively
- High level of analytical and problem solving skills as it relates to applications
- High level of skills in determining accurate setup, operation and maintenance parameters for district applications in areas such as, student information systems and gradebook, assessment, learning management, special education, early childhood and custom in-house applications
- Ability to manage multiple tasks with frequent interruptions
- Ability to receive and follow directions with full accountability for actions and extreme adherence to detail
- Ability to work independently with minimum supervision, as well as work with and be a part of a team
- Ability to adapt to rapidly changing environment that will include acquiring, understanding, and implementing new technologies
- Ability to do online research, read and understand trade and technical publications, and apply skills acquired through such research
- Ability to write clear and accurate documentation at both the end-user and the technical levels
- Ability to maintain confidentiality in all aspects of the job
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, Superintendent policies, and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- 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

**MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:**

- Advance operating knowledge of and experience with personal computers and peripherals
- Advanced operating knowledge of and experience with office software
- Strong skills in MS Office suite, including the use of Outlook, Work, Excel and PowerPoint
- Proficient knowledge of Microsoft Windows and Apple OSX/iOS operating systems while using client devices
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

- This position reports directly to the Director of Software Development and Support in the Information Technology (IT) department.

| | POSITION TITLE | # of EMPLOYEES |
|---|---|---|
| **Direct reports:** | This job has no direct supervisory responsibilities. | |

**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 to finger, handle or feed | | | | 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 | | | |
| Up 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 | x |
| Loud | |
| Very Loud | |