

## TECHNOLOGY TRAINING SPECIALIST

### **DEFINITION**

Under general supervision, to plan, organize and conduct training for District personnel on the District's computer software systems and micro-computer application software; to plan, organize and develop a training curriculum and materials for the District software applications, to assist in all phases of user support regarding hardware and software systems, and performs other related duties as assigned.

### **ESSENTIAL DUTIES**

- Coordinate and perform user training of the Novell Networking System, Digital Vax Computer System, Microsoft Windows and Macintosh computer and software system
- Plan, organize, develop, implement, and maintain standard procedures and guidelines for user technology training
- Research, organize, and develop a training curriculum for District computer system, Novell Network System and microcomputers
- Provide technical support, and user software support on the District micro-computers
- Assist with the installation of computer hardware, microcomputer, printers, and other peripherals, and application software
- Review, test, and recommend regarding microcomputers hardware and software
- Assist with the development of the District wide area network to support E-Mail, Calendaring, and scheduling
- Assist and support users in the use of specialized software, including work processing, database management, desktop publishing, and office automation

### **QUALIFICATIONS**

#### **Knowledge of:**

Methods, procedures, and techniques pertaining to training micro-computer, local and wide area network, hardware and software application system users;  
Information technology industry, trends, practices and procedures;  
Micro-computer technical documentation; and computer hardware and software standards;  
Microcomputer operating systems and a variety of hardware and software applications;  
English usage, spelling, grammar, punctuation and arithmetical processes.

#### **Ability to:**

Effectively and efficiently organize and conduct information technology training and support processes; Test, analyze and interpret micro-computer hardware and software problems solutions;  
Evaluate and recommend a micro-computer hardware and software system based on user specifications and needs;  
Perform arithmetical calculations with speed and accuracy;  
Understand and carry out oral and written directions;  
Establish and maintain cooperative working relationships.

### **PHYSICAL DEMANDS**

The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions.

- will frequently exert 20 to 40 pounds of force to lift, carry, push, pull or otherwise move objects
- will stand, sit, walk, kneel, crouch, bend at the waist, reach above shoulder level and occasionally ascend and descend ladders and stairs.
- must possess the ability to hear and perceive the nature of sound
- must possess visual acuity and depth perception
- must be capable of providing oral information, both in person and over the telephone and other communication devices.
- must possess the manual dexterity to operate a computer keyboard and other business-related equipment and to handle and work with various objects and materials, including hand tools

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

### **EXPERIENCE AND EDUCATION**

**Experience:** Any combination of experience and training that would likely provide the required knowledge and skill is qualifying. A typical way the required knowledge and skill would be:

Experience:

One year of experience performing micro-computer, and Wide Area Network system operational and training functions.

Education:

Equivalent to the completion of an Associate of Arts, or a minimum of fifteen (15) units of course work in computer science, micro-computer application, and computer networking.

**Licenses or Certificates:** Possession of a valid California Motor Vehicle Operator's License and a private vehicle are required.

**Condition of Employment:** Insurability by the District's liability insurance carrier.

**Revised 11/2012**