Rialto Unified School District

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.

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