

SACRAMENTO COUNTY OFFICE OF EDUCATION

CLASSIFICATION TITLE: Technology Support/Trainer

DEFINITION

Under general direction, develops and conducts technology training programs and provides support to users with various software applications and related hardware, Web pages, telephones, audio visual equipment, and other peripheral equipment; performs related duties as required.

DIRECTLY RESPONSIBLE TO

Appropriate Department Administrator

SUPERVISION OVER

None.

DUTIES AND RESPONSIBILITIES (Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in positions within this classification.)

Training

Plans, coordinates, schedules and presents training classes in hosted Web site use, various hardware, software, and related peripheral equipment for individuals or groups, in person or via Webcast; communicates technical information to users/students in non-technical, clear terms; develops, produces and distributes training schedules on-line and in written form; develops, evaluates, and assembles class modules, training materials, and handouts; evaluates training programs; conducts assessment for technical training needs by survey, interview or participant evaluation; maintains computer training lab by installing software and repairing hardware; provides follow-up support and further training assessment to students.

Technical Support

Provides technical support for customers; diagnoses technical problems; researches and identifies appropriate solutions; organizes and prioritizes technical support schedule; maintains troubleshooting log; maintains contact with clients to ensure quality level of support; interacts with users in non-technical, clear terms; adheres to and enforces policies, rules, and regulations relating to technology use; coordinates moving, installation and setup of computers, audio visual, cellular and land line telephones, personal digital assistants (PDA), and peripheral equipment; loads and installs software; repairs computer equipment; determine reassigning or surplus of outdated equipment; installs LAN equipment; creates, tests, and implements user profiles and accounts for the network; assists the Network Administrator in maintaining the networks including installing network cards and cabling, server installations, basic troubleshooting and maintaining server backups; evaluates network needs for clients; recommends networking software/hardware components; researches technical manuals, guides, Web sites and user groups; contacts vendors to answer user questions and solve technical problems; performs diagnostics on computers and related equipment.

Equipment Purchasing

Reviews technology purchase requests from departments including replacement parts; evaluates client needs within department/unit guidelines to ensure future compatibility for system standards; analyzes and researches system requirements and current technology; prepares written recommendations and assists in the preparation of the necessary documentation to purchase equipment; contacts vendors to evaluate and research products and services available; collaborates with Procurement Services to expedite purchases and coordinate delivery.

Data Management

Develops, maintains, and troubleshoots e-mail list servers; researches educational resources and creates abstracts, news items, and hyperlinks to post to hosted Web site; audits and updates Web information; works with database designers and Web developers to maintain Web site and online databases; conducts customer useability studies; recommends and implements Web and database changes; assists in developing and maintaining security controls and standardization; maintains software license and equipment inventory databases; enters, maintains and retrieves information from databases for reporting and special projects.

MINIMUM QUALIFICATIONS

Education

Any combination of education and training which demonstrates the ability to perform the duties and responsibilities as described; coursework in computer science, information systems, network administration or other related fields preferred.

Training and Experience

Progressively responsible technical support experience including troubleshooting and installing hardware, software, and other peripheral equipment; experience in presenting training sessions; technology certification desirable.

Knowledge of:

Principles and operation of the Internet; network infrastructure; various computer platforms and operating systems; standard software application programs including database, spreadsheets, word processing, and desktop publishing; standard hardware, audiovisual and related peripheral equipment; telecommunications equipment; basic safety practices applicable to electrical and electronic equipment; principles of training and presenting to groups.

Skill and Ability to:

Develop and present classroom and individual training for technical applications; prepare clear and concise written communications and make oral presentations; research technical manuals and guides to respond to questions and solve problems; analyze and diagnose malfunctions and problems related to computer equipment and software; prioritize requests, organize, schedule, and coordinate a variety of activities and projects; learn new software, hardware and other technical equipment; adapt to changes in technology; lift and move equipment; work independently and as a team member; establish and maintain cooperative working relationships with those contacted during the course of work.

Other Characteristics

Possession of a valid California driver's license; ability and willingness to travel on work assignments; willingness to work additional hours during the week and/or weekend, if required.

Revision approved by Personnel Commission 10/14/08

Former title: Computer Technology Support/Trainer

Revision approved by Personnel Commission 4/19/05

Former title: Personal Computer Support/Trainer

Revision approved by Personnel Commission 9/30/98

Approved by Personnel Commission 11/17/93