

Sacramento County Office of Education Job Description

Classification Title: Technology Support/Trainer

DEFINITION

Under general direction, provides training and support to SCOE programs with various software applications and related hardware, telecommunication, audio/visual equipment, and other peripheral equipment; performs related duties as required.

DIRECTLY RESPONSIBLE TO

Appropriate 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.)

Technical Support and Training

Provides technical support and training for customers; diagnoses and troubleshoots technical problems; researches and identifies appropriate solutions; organizes and prioritizes technical support and training schedule; conducts technical training sessions for users of all skill levels on a variety of computer / software related subjects; maintains computer training lab; provides help desk assistance to agency; provides in-person and remote support to users; maintains contact with clients to ensure quality level of support; interacts with users in non-technical, clear terms; writes technical documentation concerning computer / software use; adheres to and enforces policies, rules, and regulations relating to technology use; installs, sets up, and maintains technology-related equipment including computers, virtual computers, tablets, laptops, audio/visual, smart phones, cellular phones, voice over IP (VOIP) phones, and peripheral equipment; enrolls technology-related equipment in centralized inventory and management systems; coordinates moving of computers and technology-related equipment; installs software; repairs computer equipment; determines reassigning or surplus of outdated equipment; under supervision, assists with troubleshooting, testing, and routine maintenance of the organization's wired and wireless networks, software applications, and systems; assists with network cabling projects; evaluates network needs for clients; recommends networking software/hardware components; determines telecommunications billing for programs; maintains backup generator; researches technical manuals, guides, websites, and user groups; contacts vendors to answer user questions and solve technical and billing problems; performs diagnostics on computers and related equipment; logs incidents, problems, and service requests into appropriate service desk/ticketing system.

Equipment Purchasing

Reviews technology purchase requests from departments including replacement parts; evaluates client needs within department guidelines to ensure future compatibility for system standards; analyzes and researches system requirements and current technology; develops plans for upgrading equipment; 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; maintains software license and equipment inventory database; collaborates with Support Services to expedite purchases and coordinate delivery.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

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. Progressively responsible technical support or similar experience including troubleshooting and installing hardware, software, and other peripheral equipment; experience working as help desk support or similar technical role; experience in training individuals and groups; technology certification desirable.

Knowledge of

Principles and operation of the Internet; network infrastructure and security; various computer platforms and operating systems; standard software application programs; standard hardware, audiovisual, and related peripheral equipment; telecommunications equipment; basic electrical safety practices; excellent customer service practices; 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 sources of information to respond to questions and solve problems; analyze and diagnose malfunctions and problems related to telecommunications, audio/visual equipment, 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 at a variety of sites including classrooms serving students who may have physical disabilities, emotional and behavior issues, and/or in incarcerated settings; 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 and willingness to travel locally using own transportation to conduct work assignments; willingness to work additional hours during the week and/or weekend, if required.

Revision approved by Personnel Commission 11/9/21
Revision approved by Personnel Commission 5/15/18
Former title: Technology Support/Trainer - CNTS
Revision approved by Personnel Commission 7/8/14
Revision approved by Personnel Commission 7/19/11
Former title: Technology Support/Trainer
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
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