

LEAD TRAINING/USER SUPPORT SPECIALIST

DEFINITION

Under general supervision, provides direction, training and technical support on business and student computer applications to technology and user support specialists, school sites, administrative personnel including classroom teachers and aides; plans and coordinates daily operations of the technology support specialists, user support specialist and technology training specialists.

EXAMPLES OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Operates and maintains a variety of equipment including computers, printers, network servers, and other networking equipment.
2. Reviews hardware and software requirements.
3. Responds to hardware and software service requests.
4. Coordinates and prioritizes day to day activities of technology and user support staff.
5. Conducts feasibility studies.
6. Coordinates and chairs weekly staff meetings.
7. Resides on Technology Services advisory group.
8. Provides project management of multiple projects simultaneously.
9. Provides leadership to other technology support staff.
10. Provides direction to technology and user support specialists, including organizing work schedules, assigns tasks and duties, monitors productivity, reviews work for accuracy, collects and prepares timesheet information.
11. Provides advanced technical hardware and software support to school site and administrative personnel in a professional manner.
12. Assists in the development of curriculum, coordination, and scheduling of the District training program in microcomputer fundamentals, applications, and other software as needed.
13. Evaluates, tests, analyzes, and recommends administrative software packages for the District.
14. Confers with Technical Information Services lead personnel and managers regarding preparation of projects and timelines.
15. Instructs District staff in the use of desktop software.
16. Creates, edits and maintains various databases and provides critical management reports.
17. Tracks and analyzes hardware and software problem trends and make recommendations.
18. Provides technical recommendations in written professional format.
19. Maintains records on all computer installations and technology service requests.
20. Works with vendors on software and hardware installations, troubleshooting, administration and maintenance.
21. Creates documentation, manuals and other advanced technical documents.
22. Provides assistance with District technology initiatives as needed.
23. Performs other related duties as required.

QUALIFICATIONS

Knowledge of:

Principles, theories, and practices pertaining to computer operations and customer support; Windows and Macintosh computer operating systems, Microsoft Office Suite or other word processing, spreadsheet, desktop publishing and database management software; methods, tools and equipment used

in the support and service of hardware and software; correct English usage, spelling, grammar, and punctuation; modern office methods, practices, and procedures; current computer technology; basic industry-standard networking principles; current help desk principles.

Ability to:

Operate a desktop computer operating system; type or enter data at a speed necessary for successful job performance; communicate clearly and concisely both oral and written; demonstrate good interpersonal skills to work with students, teachers, administrators, supervisors, co-workers and vendors; learn new skills to keep current with technology changes; troubleshoot basic network problems; instruct others in the use and care of computer technology and software; work with limited supervision; multi-task while maintaining patience and flexibility; provide leadership and support, plan and organize tasks for technology and user support specialists and technology training specialists; edit and proofread accurately and efficiently; work systematically to accomplish goals; plan and set up complicated office automation projects; adapt to changing technologies and learn functionality of new equipment and systems; organize work and estimate time and materials required; maintain accurate and up-to-date data files and paper files; understand and carry out oral and written instructions; establish and maintain cooperative working relationships; comply with the District's customer service standards, as outlined in Board policy.

Education/Experience:

Any combination equivalent to: An Associate of Arts degree in computer technology or related field; and four years information systems experience involving operations, user training, and microcomputer customer support. Experience and education may be substituted on a year-for-year basis.

License/Certificate Requirement:

Possession of a valid California Driver's License.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate computer equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.