

JOB DESCRIPTION
Pleasanton Unified School District

TRAINING SUPPORT SPECIALIST

Purpose Statement:

The job of Training Support Specialist is done for the purpose/s of providing user support to school site personnel for resolving hardware and software application problems; training to Technology Specialists; interfacing with outside vendors and maintaining communication between district and school site personnel.

Essential Functions

- Assesses malfunctions of hardware and/or software applications for the purpose of determining appropriate actions to assist site personnel.
- Coordinates a variety of activities (e.g. orientation, training, monthly meetings, etc.) for the purpose of conveying and/or receiving information related to district-wide technology.
- Installs computer hardware and software applications for the purpose of providing operational computers and instructional materials.
- Maintains computer hardware and software applications inventory for the purpose of ensuring availability of equipment.
- Maintains files and/or records for the purpose of disseminating information and/or ensuring up-to-date audit trail.
- Performs routine and preventive maintenance of computer equipment (e.g. troubleshooting, district server, installation of software/network software, etc.) for the purpose of ensuring the availability of equipment in safe operating condition.
- Prepares documentation (e.g. reports, instructions, memos, manuals, orientation packets for site technology specialist, etc.) for the purpose of providing written support and/or conveying information.
- Researches hardware and software applications for the purpose of providing recommendations regarding potential applications appropriate for office use and various student levels.

Other Functions

- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform single, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: operating equipment used in technology lab, classroom and offices including pertinent software applications.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job includes: personnel computers and peripheral equipment; Internet and educational software applications.

ABILITY is required to schedule a significant number of activities, meetings, and/or events; gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with a variety of data; and utilize job-related equipment. In working with others, problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate. Specific abilities required to satisfactorily perform the functions of the job include: displaying mechanical aptitude working with frequent interruptions; communicating with diverse groups; working as part of a team; and working with detailed information/data.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; and monitoring budget expenditures. Utilization of some resources from other work units is often required to perform the job's functions. There is some opportunity to significantly impact the Organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 30% sitting, 35% walking, and 35% standing. The job is performed under a generally hazard free environment and in a clean atmosphere.

Experience Job related experience with increasing levels of responsibility is required.

Education High School diploma or equivalent.

Required Testing

Pre-employment Proficiency Test

Certificates & Licenses

None Specified

Continuing Educ. / Training

None Specified

Clearances

Criminal Justice Fingerprint/Background Clearance
TB Clearance

FLSA Status

Non Exempt

Approval Date

Salary Grade

Classified 23