

Lead Support Services Specialist/Trainer

Purpose Statement:

The Lead Support Services Specialist/Trainer provides District users with a high level of computer technology support as well as providing maintenance for various district server systems. Duties include training and support for technology and general district staff in a wide range of technology hardware and software tools; and providing software application implementation and training. The Lead position coordinates the activities of site-based Specialist/Trainers and serves as liaison and troubleshooter between the sites and the district based Technology and Data Processing departments.

Essential Functions

- Support District administration and office staff with required technology, (e.g. server and computer hardware, peripherals, software, laptops, network connections, PDA's, etc.).
- Coordinate training and services of site-based Specialists/Trainers and serve as liaison between sites and the district office.
- Assist sites with site specific software; both implementation and maintenance.
- Ensure network compatibility with these products.
- Install District communication tools; support and train Administrators using these devices; integrate these devices to the District email system, calendaring and printing functions.
- Provide training, technical support, and maintenance as needed to users of various District hardware, software, and system applications, current as well as migrated modules (e.g. software for SIS, Finance and Human Resources).
- Set up and configure work stations for network access; troubleshoot any performance problems or malfunctions.
- Develop training program and documentation for any new and/or existing district approved software applications.
- Participate in the evaluation and acquisition of new software/hardware; assist with Alpha and Beta testing of new applications and software as directed. Consult and assist with the implementation of system upgrades and installations as directed.
- Serves as troubleshooter for implementation and ongoing function of site and district based software programs.
- Maintain the network access to District Administrator's data and that of their support/office staff.
- Participate in the administration of the server side of our software interfaces and maintenance of the data bases as it relates to user set-up and security. Represent the district at various meetings and committees to ensure that software needs are met and that required data is provided.
- Oversee operations of technology support for the purpose of ensuring efficiency of desktop application training; trains and supports assigned personnel.
- Travel to various District sites to assist users with above required services.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: preparing and maintaining accurate records, and operating standard office equipment including using pertinent software applications, ability to speak in large and small groups and to successfully train a wide variety of staff in software application and hardware use.

KNOWLEDGE is required to read and process technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge required to satisfactorily perform the functions of the job includes: methods, tools and equipment used in the installation and service of hardware and software; computer operating systems and an advanced understanding of network technology.

ABILITY is required to schedule activities and/or meetings; often gather, collate, and/or classify data; and consider a wide variety of factors when using 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 processes. Ability is also required to work with a diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize a variety of types of job-related equipment. In working with others, problem solving may be required to identify issues and select action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific abilities required to satisfactorily perform the functions of the job include: establishing and maintaining effective working relationships; being attentive to detail; communicating with diverse groups; meeting deadlines and schedules; setting priorities; developing logical conclusions and effective solutions; and working with detailed information/data.

Responsibility

Responsibility Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to 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; and significant fine finger dexterity. Generally the job requires 70% sitting, 10% walking and 20% standing.

Drivers license required. Must be willing and able to travel to multiple sites and/or locations to carry out the functions of the position.

Experience

Five years increasingly responsible job related experience is required.

Education

High School Diploma or equivalent.
Additional training/education in the field of technology is preferred.

Required Testing

Pre-employment Proficiency Test

Continuing Educ. /Training

None Specified

FLSA Status

Non Exempt

Certificates & Licenses

Valid Driver's License

Clearances

Criminal Justice Fingerprint/Background Clearance
TB Clearance

Salary Grade

Classified 30