

JOB DESCRIPTION

Pleasanton Unified School District

COMPUTER SUPPORT SPECIALIST/TRAINER

Purpose Statement:

The job of Computer Support Specialist/Trainer is done for the purpose/s of maintaining personal computer equipment in operating condition; installing and maintaining operating systems and application software; planning training and instructing staff in the use and operation of the various software programs; trouble shooting and documenting operational solutions.

Essential Functions

- Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.
- Coordinates with other staff for the purpose of completing projects/work orders efficiently.
- Designs various forms and report formats for the purpose of providing requested data in desired form as determined by district staff and/or regulatory agencies.
- Inspects computer and network equipment requiring specialized computer repair and trouble shooting skills for the purpose of identifying and verifying repair needs.
- Installs software applications and various peripheral equipment on computers (e.g. application software, scanners, external drives, additional memory, etc.) for the purpose of upgrading and improving efficiency of district's computers.
- Prepares written materials (e.g. reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Procures equipment, supplies and materials for the purpose of maintaining availability of required items and completing jobs efficiently.
- Repairs computers and peripherals requiring specialized computer and electronics repair skills for the purpose of maintaining computer and network equipment in a safe and functional operating condition.
- Trains personnel in use of computer applications (e.g. word processing, spreadsheets, presentations, calendars, etc.) for the purpose of ensuring their ability to use new and/or existing software.
- Transports a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at job site or transporting equipment for repair.

Other Functions

- Assists other personnel 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 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: operating standard office equipment; planning and managing projects; preparing and maintaining accurate records; and using 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: PC hardware knowledge; business software applications; training materials and presentation techniques.

ABILITY is required to schedule activities; gather and/or collate data; and consider a number of factors when using equipment. Flexibility is required to independently 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 a wide variety of types of job-related equipment. In working with others, problem solving is required to identify issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is limited to moderate. Specific abilities required to satisfactorily perform the functions of the job include; being attentive to detail; and working with detailed; information/data; communicating with diverse groups; and meeting deadlines and schedules.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some 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; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 20% sitting, 40% walking, and 40% standing. The job is performed under a generally hazard free environment.

Experience Job related experience is required.

Education Targeted job related education that meets organization's prerequisite requirements.

Required Testing

Pre-employment Proficiency Test

Continuing Educ. / Training

None Specified

Certificates & Licenses

A+ Computer Repair Certificate

Clearances

Criminal Justice/Fingerprint Clearance
Tuberculosis Clearance

FLSA Status

Non Exempt

Approval Date

Salary Grade

Classified 23