



RIALTO UNIFIED SCHOOL DISTRICT CLASSIFIED

TECHNOLOGY TRAINING SPECIALIST

DEFINITION:

Under the direction of an assigned Administrator or Supervisor, plan, organize and conduct training for District personnel on the District's computer software systems and computer application software; plan, organize and develop a training curriculum and materials for the District software applications, assist in all phases of user support regarding hardware and software systems; perform other job-related duties as assigned and/or as required.

ESSENTIAL DUTIES:

- Coordinate and perform user training of the district computer software systems.
- Plan, organize, develop, implement, and maintain standard procedures and guidelines for user technology training.
- Formulates training outlines and determines instructional methods, utilizing knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, demonstrations, meetings, and workshops.
- Research, organize, and develop a training curriculum for District computer system, Student Information System cloud computing productivity and collaboration tools. Creating instructional based training documents including presentations, videos, and e-learning materials.
- Provide technical support and user software support on the District computers.
- Share system updates to address operational challenges.
- Assist with the installation of computer hardware, computers, printers, and other peripherals, and application software as needed.
- Support users with E-Mail and scheduling.
- Assist and support users in the use of specialized software, including word processing, database management, cloud computing productivity and collaboration tools and other office productivity tools.
- Strive to create a culture of continuous improvement and excellence in all course content.
- Perform other job-related duties as assigned and/or as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Methods, procedures, and techniques pertaining to training computer, hardware and software application systems.
- Information technology industry, trends, practices and procedures;
- Computer technical documentation; and computer hardware and software standards;
- Computer operating systems and a variety of hardware and software applications;
- English usage, spelling, grammar, punctuation and arithmetical processes.

ABILITY TO:

- Effectively and efficiently organize and conduct information technology training and support processes.
- Test, analyze, and interpret computer hardware and software problem solutions.

- Evaluate and recommend a computer hardware and software system based on user specifications and needs.
- Train, coordinate, organize and direct the work of other district personnel
- Understand and carry out oral and written directions.
- Establish and maintain cooperative working relationships.

EDUCATION AND EXPERIENCE:

EDUCATION:

Bachelor's degree in Computer Information Systems or a related field. 60 semester hours of college coursework and 2 years' experience in the computer and network system operational and training can be substituted for the Bachelor's degree.

EXPERIENCE:

Two years of experience with training end users regarding software operations. Recent job-related experience within the last five years is required.

LICENSES, CERTIFICATIONS AND OTHER REQUIREMENTS:

- Verification of a valid California Motor Operator's Vehicle license.
- Insurability by the District's liability insurance carrier may be required.

PREFERRED QUALIFICATIONS:

N/A

WORKING CONDITIONS:

ENVIRONMENT:

Indoor, office work environment.

PHYSICAL ELEMENTS:

The physical requirements indicated below are examples of the physical aspects that the position classification must perform in carrying out essential job functions

- Will frequently exert 20 to 40 pounds of force to lift, carry, push, pull or otherwise move objects.
- Will stand, sit, walk, kneel, crouch, bend at the waist, reach above shoulder level and occasionally ascend and descend stairs.
- Must possess the ability to hear and perceive the nature of sound.
- Must possess visual acuity and depth perception.
- Must be capable of providing oral information, both in person and over the telephone and other communication devices.
- Must possess the manual dexterity to operate a computer keyboard and other business-related equipment and to handle and work with various objects and materials.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

POTENTIAL HAZARDS:

N/A

Revision Date: 2/1/2024