CHICO UNIFIED SCHOOL DISTRICT
COMPUTER TECHNICIAN – Training Specialist

DEFINITION
Under direction of the Director-Information Technology and supervising manager, to perform a variety of duties involved in installing, maintaining and troubleshooting computer equipment and related materials; to provide assistance to students and staff in the use and operation of computer equipment; and to perform a variety of clerical duties as assigned.

SUPERVISION EXERCISED - Exercises no supervision.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES
• Participate in the support of the computer technology program; facilitate the purchase, installation and maintenance of computer equipment and related materials; research hardware and software for purchase, including examining cost effectiveness and suitability for the educational setting.
• Advise, tutor, and instruct staff and students in the use and operation of computer equipment.
• Serve on site and district computer technology committees; serve as a liaison to the community.
• Act as a conduit between user and IT/District staff by answering questions, maintaining District contact lists, and directing staff to District resources.
• Elicit feedback from users and communicate with the IT department.
• Perform maintenance and minor repairs on computer equipment; troubleshoot system errors; perform upgrades and installation of new software; perform backups of student and staff files and software.
• Perform a variety of clerical duties, including compiling and maintaining records and files, preparing reports, operating equipment.
• Assist site personnel with essential functions of IT, including but not limited to software and hardware issues.
• Facilitate trainings on all software and hardware District-wide.
• Assist staff with implementation of software District-wide.
• Attend and participate in staff meetings and in-service activities as assigned; attend workshops, conferences and classes to increase professional knowledge.
• Plan District-wide mandated professional development based on administration and staff input, including but not limited to new teacher training, staff meetings, District-wide after school days, and annual back to school day.
• Serve as local facilitator and trainer by providing training opportunities for District staff.
• Participate in ordering and maintaining supplies and equipment; inventory materials and equipment; store and discard materials according to standard procedures; receive, assemble and test new equipment.
• Research new products, vendors and costs; test and evaluate software packages and hardware; stay abreast of new trends, products and applications.
• Perform related duties and responsibilities as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:
• Operational characteristics of apparatus, equipment, peripherals and materials used in microcomputer laboratories.
• Wide variety of current microcomputer applications software.
• Basic mechanical function, maintenance and repair needs of computers and peripherals.
• Current trends in educational computer technology, including software updates and knowledge of said software.
• Basic subjects taught in schools.
• Practices and procedures of record keeping.
• General methods of staff training in group or 1:1 settings.
• Modern office procedures, methods and computer equipment.
• General methods of education and tutoring.
• Basic child development theory and principles.
• Basic techniques to motivate students and manage student behavior.
• Safe work practices.
Skill to:
- Operate a variety of technical computer equipment and related peripheral equipment.
- Operate modern office equipment.
- Type or operate a keyboard at a level proficient for successful job performance.

Ability to:
- Learn the procedures and functions necessary to perform assigned duties.
- Learn, interpret and apply department policies, procedures, rules and regulations.
- Learn and adjust rapidly to new applications software, operating systems, new technology and procedures.
- Diagnose problems in computer and peripheral equipment.
- Instruct staff and students in the use of computer equipment and software.
- Provide and attend in-services and workshops related to aiding in the computer lab.
- Demonstrate correct laboratory methods, practices and techniques.
- Prepare laboratory materials for student and staff use.
- Read, interpret and apply technical publications, manuals and other documents.
- Prepare and maintain accurate and complete records.
- Utilize diagnostic and problem solving skills.
- Interact effectively and sensitively with staff and students from diverse backgrounds.
- Demonstrate an understanding, patient and receptive attitude toward children, staff, teachers, and community.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.
- Effectively communicate technical concepts to staff, teachers, and community.
- Maintain District-wide systems such as Aeries, school websites, Catapult, 0365, and Google.
- Prepare curriculum and training sessions for assigned staff.

Experience and Training Guidelines:
Any combination equivalent to experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Experience:
- One year of paid or volunteer work experience, obtained within the past five years, installing, maintaining, and troubleshooting computer equipment and related materials.

Training:
- Equivalent to the completion of the twelfth grade. Supplemental specialized training in computers is highly desirable.

Special Requirements:
Essential duties require the following physical skills and work environment:
- Please refer to the Job Analysis.