

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 teach 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 setting;

- 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, EDUCATION, 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 (1) year of paid or volunteer work experience, obtained within the past five (5) 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

- Must pass the competency exam of the classification as designated by the Classified Human Resources Department.

PHYSICAL DEMANDS

Essential duties require the following physical skills and work environment:

- Please refer to the Job Analysis.

PC - March 1996, July 2012, February 2013, July 2014, November 2019, February 2024