ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: COMPUTER TRAINING AND SUPPORT SPECIALIST III

BASIC FUNCTION:

Under the direction of the Desktop Support and Helpdesk Manager, serve as a technical resource to district personnel. Manage both small and large-scale technology projects. Administer technology related solutions, services, and software. Demonstrate a broad knowledge of technology through both education and years of experience. Install, configure, troubleshoot, maintain, and repair personal computers and personal computing devices. Develop and conduct technical training for district personnel and for other technicians.

DISTINGUISHING CHARACTERISTICS:

The Computer Training and Support Specialist III job classification is responsible for supporting personal computers and related technology for systems running Microsoft Windows, Google Chrome OS, and Apple Mac OS. As a third-level technician, applicants are expected to have a broad knowledge of technology and technical support in an enterprise environment. The Computer Training and Support Specialist III will often be called upon to manage both small and large-scale technology projects including software and hardware rollouts, deployments, application, and operating system upgrades, as well as new technology implementations. Successful candidates will demonstrate professional behavior and serve as a resource for other members of the Desktop Support and Helpdesk teams. Individuals will provide support and guidance to other team members as needed.

ESSENTIAL FUNCTIONS:

Serve as a technical resource to District personnel, answering phone calls, email requests and other inquiries, providing technical information, advice, and referrals.

Manage both small and large-scale technology projects.

Install, maintain, administer, and support computers and related technology equipment including but not limited to data storage devices, printers, plotters, scanners, network switches, data cabling, and other peripherals.

Travel to District sites to troubleshoot both hardware and software.

Perform component replacement and repairs on computer hardware as appropriate.

Assist personnel with the setup, maintenance and troubleshooting of computer applications as directed.

Develop and conduct technical training programs in the operation of computers, application software and other solutions.

Prepare a variety of instructional materials including presentations, documentation, and manuals.

Conduct advanced classroom training on technical topics.

Prepare reports related to training activities.

Prepare and maintain records and reports related to software analysis, studies, testing, selection criteria and assigned activities.

Prepare documents related to the inventory of computer parts and equipment.

Operate a variety of office equipment including telephone, fax machine, copier, computer, and common productivity software.

Operate a vehicle to conduct work.

Consult with vendors, service providers, and technical support regarding the purchase of parts, status of repairs, software, and hardware related questions.

Perform other related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Technology project plan development, management, and implementation.
Principles of installation, configuration, and maintenance of personal computing devices.
Operating systems such as Microsoft Windows, Google Chrome OS, and Apple Mac OS.
Common computing application software packages.
Computer hardware including desktop, laptop, tablet, and convertible devices.
Computer peripheral equipment including printers, monitors, and other equipment.
Computer networking including TCP/IP, network switches and cabling.
Enterprise backend including file, email, and application servers.
Hosted services including the concepts of SaaS and cloud computing.
District organization, operations, policies, and objectives.
Record-keeping and report preparation techniques.
Oral and written communication skills.
Interpersonal skills using tact, patience, and courtesy.
Modern office practices, procedures, and equipment.
Proper lifting techniques.

ABILITY TO:
Serve as a technical resource to District personnel.
Provide guidance and advice to other Computer Training and Support Specialists.
Solve complex problems using logic and reasoning.
Install, troubleshoot, maintain, and repair personal computing devices including Desktop, Laptop, Tablet, and Convertibles.
Assist personnel with setup, configuration, and maintenance of computer software applications.
Develop, implement, and manage projects utilizing technology.
Develop and conduct technical training for District personnel.
Expertly communicate technical topics both verbally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Maintain records and prepare reports.
Determine appropriate action within defined guidelines.

Work independently with little direction.
Meet schedules and timelines.
Plan and organize work.
Prioritize and schedule work.
Maintain current knowledge of technological advances.
Maintain consistent, punctual, and regular attendance.
Effectively operate a computer keyboard.
Effectively communicate to exchange and understand information.
See to view computer and electronic device displays and monitors.
Sit for extended periods of time.
Bend at the waist, knee, and crouch to perform repairs.
Use proper lifting methods.

EDUCATION AND EXPERIENCE REQUIRED:

High school diploma or equivalent and a minimum of 2 years of experience supporting technology in a professional setting. Associate degree or higher in computer science, or a related field, or relevant Industry standard certifications preferred.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:
Office Environment.
Constant interruptions.
Driving a vehicle to conduct work.

BOARD APPROVED: July 18, 2023