

TECHNOLOGY TRAINER/USER SUPPORT
(Bargaining Unit Position)
(Range 38)

DEFINITION

Under the general supervision of the Director of Computer Services, provide technical assistance and training to campus computer users; evaluate software packages; and to perform other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The Technology Trainer/User Support position is distinguished from other technician positions in the Computer Services area by the requirement that the incumbent provide user support and training to all employees of the college. Duties may include providing assistance and training in both hardware and software on campus computers. Hardware assistance includes microcomputers, and peripherals such as scanners and printers. Software includes current Campus Standards software applications and College mainframe applications.

ESSENTIAL FUNCTIONS

- Answer department phones to evaluate and solve or redirect computer problems;
- Diagnose user's computer problems, communicate effectively, and provide help over the phone in the following areas:
 - HP3000 applications
 - Desktop hardware and software
 - Data Communications
 - Network
- Learn new software applications quickly;
- Evaluate, test, and recommend selected hardware and software packages and determine features that best meet campus needs;
- Create user documentation for:
 - HP 3000 Applications
 - Desktop Hardware and Software
 - Data Communications
 - Network
- Work with vendors to get configurations and pricing on new computer equipment and repair components;
- Maintain library of software tutorials and books available to faculty and staff;
- Design training curriculum based on user needs and specific software packages;
- Deliver training in one-on-one, group or classroom situations;
- Investigate available training modalities;
- Investigate add-ons, patches and updates for software and hardware;
- Research producers and vendors for dependability and long-term support availability;
- Query users for specific needs and evaluate skills needed to use products;
- Install hardware and software for evaluation and testing;
- Work independently;
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students, and of staff and students with physical and learning disabilities;
- Establish and maintain cooperative working relationships;
- Perform other related duties as required.

Duties may require the physical ability to:

- see for the purpose of reading laws and codes, rules and policies, and other printed matter;
- hear and understand speech at normal levels;
- understand and carry out oral and written directions;
- speak so that others will be able to understand a normal in-person and telephone conversation;
- lift and/or carry 25 pounds;
- Stand for extended periods of time.

ESSENTIAL FUNCTIONS OF PARTICULAR POSITIONS WITHIN CLASSIFICATIONS MAY VARY BECAUSE JOB DUTIES MAY VARY BY WORK LOCATION.

DESIRABLE QUALIFICATIONS

Education:

Associate degree or the equivalent.

Experience:

Two years of experience in computer user support.

KNOWLEDGE OF

Current Micro computer operating systems
Industry standard software package
Training methodologies
Curriculum development

CCCUE Approved: 11/20/01

Board of Trustees Approval: 7-93, 8/4/99, 7/10/02

Salary range increase from 36 to 38 granted due to benchmark salary survey effective 07/01/14

Revised: 5-94, 7/26/99, 9/24/01,7/10/02

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