

Specific Job Duties and Responsibilities

SENIOR TECHNICIAN – IT, INFORMATION TECHNOLOGY HELP DESK/TRAINER

Reports to: Director, Information Services; Supervisor, Change Management Control;
Sr. Manager, School Technology Services

MAJOR FUNCTION:

Provides first level support and training for users of information technology including preparation of documentation, training materials, procedures manuals and help-desk problem documentation.

ILLUSTRATIVE DUTIES:

Assist in developing technical documentation including a description of program functions, subprograms, error messages, edit needs and output. Assist in developing user guides and training manuals. Develop documentation and graphics to support presentation to users. Train users to assure a secure client/server environment. Provide necessary technology training and on-going technical assistance to all levels of school site and district office personnel. Assist in troubleshooting, providing solutions and resolving issues brought to the Help Desk. Refer the problems to the appropriate source when unable to provide resolutions. Monitor and evaluate effectiveness of technical assistance and assigned training program. Maintain inventory of software and training materials, process orders for supplies and distribute materials as necessary. Assist in planning the level of training support needed for existing, upgraded, and new applications.

MINIMUM QUALIFICATIONS:

Knowledge, Ability and Skills:

Extensive knowledge of advanced word processing, desktop publishing, and various computer software applications. Ability to understand and interpret technical information and transpose relevant technical information into accurate, easily understood user documentation. Strong knowledge of a complex client/server environment in implementing, supporting and maintaining applications. Strong oral and written communication skills. Ability to communicate with all levels of employees.

Training and Experience:

Associate of science or equivalent training and experience. Bachelor's degree in programming, computer science or related field preferred. Three years experience using microcomputers, writing reference and user manuals, and/or delivery of training to adults.

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Physical Requirements:

Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

PCSB Salary Grade:	13	Local Code:	
Months Worked	12	State Code:	77210
Fund:	Local	EEO#:	44
Date Board Approved:	June 8, 2004	State Title:	Specialist, Info. Svc.

Information Sys.