

GRIZZLY CHALLENGE CHARTER SCHOOL
CLASSIFIED JOB DESCRIPTION

CLASS TITLE: TECHNOLOGY TRAINER

BASIC FUNCTION:

Perform specialized duties in the installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of computer and mobile device hardware, software, networks and peripherals; perform network administration activities. Assist and train students and staff with all computer and mobile device needs and utilization.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Install, configure, modify and maintain computer and mobile device hardware, peripheral equipment, networks and software applications to assure effective operation of Grizzly Youth Academy (GYA) computer and mobile device systems.

Investigate, troubleshoot, diagnose and repair hardware, software and network malfunctions; install and update computer and mobile device software; run and update anti-virus programs; configure hardware and software applications; install and remove cabling.

Provide and manage effective and efficient storage, retrieval, customization and archiving of data; troubleshoot and resolve database problems; assure data integrity; prepare backup data files; monitor available system disk space; move files to provide for program running.

Prepare computer and mobile device equipment for staff and student use; install software and hardware and observe elements of the computer and mobile device for evidence of performance issues; connect work stations to network server and assure proper operation.

Provide instructional and technical assistance in classrooms to students using computer and mobile device equipment and software. Troubleshoot, diagnose and resolve problems with peripheral equipment including printers, printer cables, switches, routers and others.

Serve as a technical resource to GYA computer and mobile device users concerning the operation of computer and mobile device applications; respond to inquiries and provide technical information concerning related practices, requirements, guidelines and procedures.

Provide technology instruction in support of curriculum.

Provide software and hardware training to students and staff to supply access to the instructional program.

Collaborate and communicate with GYA and County Office personnel to setup and ensure proper working of Internet connection to exchange information/data, coordinate activities and resolve issues or concerns at sites on Camp San Luis Obispo.

Participate in the design, implementation and maintenance of GYA website.

Provide technical assistance and consultation regarding the design and set up of GYA computer and mobile device systems; provide technical training in a classroom environment.

Perform network administration activities; set up and maintain servers; establish and maintain user accounts, passwords, e-mail accounts, internet connectivity, back-ups and designated programs and systems.

Develop and maintain tech equipment inventory list.

Support GYA events that require tech setup and operation.

Support school-wide testing through coordinating scoring and disseminating data.

Attend workshops, classes, and seminars to gain and maintain current knowledge of management information systems and assigned software applications. Obtain certifications to technological advances within the scope of the position.

Operate technical equipment including testers, meters and various hand and power tools; drive a vehicle to conduct work. Maintain routine records related to work performed.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Practices, procedures and techniques involved in the installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of computer and mobile device hardware, software, networks and peripherals.

Computer and mobile device hardware systems and software applications utilized by GYA.

Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.

Principles, methods and procedures of operating computers and mobile devices and peripheral equipment.

Database structures, on-line applications and system capabilities of assigned computer and mobile device systems.

Basic instructional methods and techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Problems and concerns of students with special needs.

Classroom procedures, safe practices, and appropriate student conduct.

Applicable types of cabling systems and network design.

Materials, methods and tools used in the operation and repair of computer and mobile device systems.

Basic record-keeping techniques.

Technical aspects of field of specialty.

ABILITY TO:

Install, maintain and repair computer and mobile device hardware, software, networks and peripheral equipment.

Troubleshoot, diagnose and resolve problems with computer and mobile device hardware, software, networks and peripherals in a timely manner.

Perform a variety of network administration activities.

Operate a variety of tools and equipment utilized in the operation and repair of computer and mobile device and network systems.

Maintain data integrity and prepare backup data files.

Maintain network system security, servers and databases.

Install, upgrade and configure computer and mobile device software.

Establish and maintain positive and effective working relationships with diverse populations.

Communicate orally and in writing sufficient to express ideas, thoughts, and instructions clearly to students and staff.

Assume responsibility, make decisions, and exercise sound judgments.

Understand and follow written and oral instructions.

Work under pressure and maintain a high degree of accuracy and personal commitment to completing the task.

Handle problems and conflicts in a high-stress environment with a calm demeanor and diplomacy.

Work independently with little direction.
Use patience and decision-making with potentially volatile and/or disruptive students.
Meet schedules and time lines.
Maintain routine records related to work performed.
Maintain current knowledge of technological advances in the field.
Maintain regular and reliable attendance.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level coursework in computer science and 5 years increasingly responsible experience in information technology, or a bachelor's degree in computer science or related field plus 3 years increasingly responsible experience in information technology.

Experience training computer users, both in a group setting and individually.

Experience in a public school setting or institution of higher education.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor work environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS

Facility to sit at a desk or console for extended periods of time.

Facility to see, read, and distinguish colors, with or without vision aids, a computer screen, rules and policies, and other printed matter.

Manual dexterity to operate a telephone, enter data in a computer using both hands, and operate mainframe and peripheral computer equipment safely.

Facility to speak in audible tones so that others may understand clearly in normal conversations and on the telephone.

Physical agility to lift up to 25 pounds to shoulder height and 50 pounds to waist height; and to bend, to stoop, to walk, and to reach overhead.

NOTE: This list of essential functions and of physical requirements is not exhaustive and may be supplemented as necessary in accordance with the requirements of the job.

Board Approved: April 27, 2010

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