

## **ELK GROVE UNIFIED SCHOOL DISTRICT**

### **CLASS TITLE: SENIOR COMPUTER TRAINING AND SUPPORT SPECIALIST**

#### **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 from planning and development through implementation. Administer technology related solutions, services, and software. Demonstrate a vast 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 Senior Computer Training and Support Specialist oversees and coordinates the daily functions of other technicians within Desktop Support group. The 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 senior level technician, applicants are expected to have a vast knowledge of technology and technical support in an enterprise environment. The Senior Computer Training and Support Specialist is responsible for managing 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. Working closely with the Desktop Support and Helpdesk Manager, incumbents will provide support, mentoring and guidance to other members of the Desktop Support / Helpdesk team.

#### **ESSENTIAL FUNCTIONS:**

Act as a primary point of contact for desktop and personal computing device support activities, scheduling, and task assignment.

Working with the Desktop Support and Helpdesk Manager, oversee the activities of the helpdesk and desktop support staff.

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

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

Provide backup support to the Helpdesk and Desktop Support staff.

Manage both small and large-scale technology projects including computer refresh / replacement efforts. Coordinate projects and resources from development through implementation.

Develop project plans and implementation schedules.

Manage resources, technicians, and contract labor over the course of the project.

Prepare reports on project status.

Review purchase requests for technology related items for compliance with established district standards.

Working with district approved vendors, prepare proposals and quotations for computer hardware, software, peripherals and other items for district employees, sites, and departments.

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.

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

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.

Prepare and maintain records and reports related to assigned activities.

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

Coordinate hardware inventory data collection.

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.  
Excellent oral and written communication skills.  
Interpersonal skills using tact, patience, and courtesy.  
Modern office practices, procedures, and equipment.  
Proper lifting techniques.

**ABILITY TO:**

Act as a point of contact for technology support activities, scheduling, and task assignment.  
Oversee the activities of the helpdesk and desktop support staff.  
Serve as a technical resource to District personnel.  
Provide mentoring and guidance to Desktop Support and Helpdesk team.  
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 large scale projects utilizing technology.  
Develop and conduct advanced technical training.  
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 keyboard equipment.  
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 7 years professional experience administering/managing large-scale technology infrastructure systems and services, project management or large technology deployments. Bachelor's degree in computer science or a related field 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