

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
- Move hands and fingers to operate a computer keyboard
- Hear and speak to exchange 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:

Any combination equivalent to: graduation from high school supplemented by college-level course work in electronics, personal computer technical support and maintenance, computer science, or closely related field and six years of experience in a personal computer or server technical support role.

Licenses and Other Requirements:

- Valid California driver's license
- Employee Entrance Evaluation (Arm-lift and floor-lift 40 pounds)

Working Conditions:

- Office Environment
- Constant interruptions
- Driving a vehicle to conduct work