



Classification Summary

Responsible for providing services related to specific district computer applications, including designing and monitoring system and network procedures, program training, system error detection and correction, and technology related user support.

Distinguishing Characteristics

Distinguished from User Services Specialist I by the requirement to provide overall technical support and classroom training to school and central office users of major computer applications. Also distinguished by an ability to perform at a highly independent level.

Supervisory Relationships

Reports to the work group supervisor. May provide leadership for User Services Specialist I and/or co-op work experience and work study students.

Examples of Duties

1. Provide liaison between IT Services staff and technology users. Provide classroom training and one-on-one assistance to district staff in procedures of computer system operation.
2. Monitor hardware and software system performance. Determine course of action necessary to maintain optimal system performance.
3. Identify and correct or refer network-related hardware and software problems on client computers.
4. Assist IT staff in identifying reporting needs and related system requirements.
5. Communicate new operational procedures to computer system users.
6. Provide training and support for specific computer services.
7. Provide telephone support to technology users in operation of hardware and software systems.
8. Maintains regular and prompt attendance.
8. Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

1. Thorough knowledge of major computer applications and technology used by the district.
2. Thorough knowledge of major computer operating systems.
3. Thorough knowledge of district procedures and policies.
4. Understanding and working knowledge of local area and wide area networks.
5. Demonstrated ability to solve complex technology problems.
6. Ability to conduct building site training and problem-solving for computer system users.
7. Demonstrated ability in highly sophisticated oral and written communication skills.
8. Ability to create and present course material in a classroom setting.

Minimum Qualifications for Class Entry

Graduation from a two-year technology program or equivalent work experience.

Work Environment

District department staff work at the Ed Center with travel to school locations. School-based staff work in their buildings.