

East Side Union High School District

Job Title: Computer Training and Documentation Specialist

Description of basic functions and responsibilities:

To plan and develop materials for and to schedule and present training workshops to all information system users; to develop user documentation manuals to facilitate operations; and to perform other job related duties as required. Employees in this classification receive general supervision within a framework of standard policies and procedures. This job class provides a variety of responsible duties in ensuring that the District's information systems training are completed properly and in a responsible manner. This job class requires knowledge in the field of electronic computer and related equipment operations.

Supervisor: Manager of Systems and Programming

Typical Duties:

Prepares schedules of workshops and follow-up training sessions

Responds to inquiries and provides assistance regarding data input and microcomputer problems

Assists information systems staff with development, control and implementation of department information system services

Develops operating procedures for processing, generating, and printing reports; maintains system manuals and documentation

Operates the district's computers

Assists users with problems and questions related to the district's computer application systems

Plans, coordinates, and conducts training programs relating to and software applications and concepts for users in the areas of word processing, data base management, electronic mail, student system, office automation, and other district supported software systems

Conducts site visits to provide assistance and individualized instruction to users

Respond to emergency and other user problems by phone or site visitation, acting as troubleshooter, analyzing problems, determining corrective action required, and initiating resolution or forwarding to appropriate staff

Assists school site and district office users implementing data processing services

Plans, prepares, and arranges the use of training materials

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Prepares and distributes on a periodic basis training bulletins and schedules of workshops and follow-up training sessions

Develops and maintains materials such as course outlines and lesson plans for all computer related user training activities. Some of these activities may include word processing, listing processing, electronic mail, and other district related software applications

Acts as an information source to users regarding data processing hardware and software standards

Assist manager with establishing documentation standards; composes, modifies, and publishes reference materials to provide users with training assistance

Performs related duties as required.

Employment Standards

Knowledge of terminal-oriented computer systems

Knowledge of school and school district procedures and operations

Knowledge of procedures for diagnosing problems and developing recommendations for solutions

Knowledge of hardware and software documentation and standards

Knowledge of policies, procedures, and services of an information systems center

Knowledge of data base management systems

Knowledge of the principles and techniques applied in the operation of computer and related equipment

Knowledge of routine maintenance methods and procedures used in the upkeep of computer and related peripheral equipment

Knowledge of proper office and records keeping methods, practices, and procedures

Knowledge of logical work flow as it pertains to computer operations and information systems

Ability to work with, train and motivate staff and other users

Ability to learn and effectively apply the policies, procedures, and practices associated with school district information systems requirements

Ability to perform technical and non-technical writing

Ability to prepare and present comprehensive and clear reports and recommendations

Ability to communicate effectively both orally and in writing

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Ability to give precise and understandable oral and written instructions

Ability to establish and maintain cooperative and effective relationships with those contacted in the course of work

Ability to understand and carry out both oral and written instructions

Ability to schedule and prioritize job flow efficiently

Ability to operate computer hardware and software effectively

Ability to type accurately at a rate required for successful job performance

Ability to operate computer equipment with speed and accuracy

Ability to establish and maintain effective work relationships with those contacted in the performance of required duties

Possession of a valid and appropriate California Driver's License