DISTRICT TECHNOLOGY TRAINER

DEPARTMENT/SITE: Information Technology and Support Services	**SALARY SCHEDULE:** Classified Bargaining Unit **SALARY RANGE:** 50 **WORK CALENDAR:** 261 Days
REPORTS TO: Director of Information and Technology Support	**FLSA:** Non-Exempt

PURPOSE STATEMENT:

Under the direction of the Director of Information and Technology Support Services or designee, the District Technology Trainer provides technology professional development to all District classified personnel and others as assigned. Assesses technology training needs District-wide, trains trainers, organizes and facilitates technology trainers that are internal and external from the District. Establishes and maintains a knowledge base of resources and documentation for various District-standard programs and systems. Assists in the creation of and implements the District Technology Professional Development Plan with an emphasis on individual needs assessments, accountability, data-driven decision making, and delivering high quality applicable content that is available to staff from anywhere at any time. The incumbents in this classification provide the school community with expert access to trainable knowledge and skills with technology tools that improve the District's staff use of hardware and software in their day-to-day work which directly supports student learning and achievement.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from other classes in the IT Support Services Department by its responsibility for assessing the District's technology training needs and organizing and facilitating training resources to meet those needs. Other classes above and below the Technology Trainer class focus on the reliability, integrity, and security of technology hardware and software that support the educational and business systems of the District.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:

The following alphabetical list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform other closely related or department-specific functions, duties, and tasks from those set forth below to address business needs and changing business practices.

- Assists in the evaluations, reviews and revisions of the District Technology Plan.
- Assists in the organization of District technology committees and provides Information Technology based professional development-related activities for all district personnel.
- Collaborates with Information Technology and Educational Services staffs to maintain accurate records on program development, consulting services, and cost for delivery of professional development, training assessments, and other related data.
- Coordinates with other Information Technology staff to ensure training modules are developed and professional development delivered for all new technology projects.
- Creates and maintains a robust knowledge base of technology procedures and uses and an online learning platform to deliver content on demand.
- Develops and maintains Information Technology Professional Development resources in various methods

(e.g., written, video recorded, other types of interactive documentations).
- Develops, produces, and organizes ongoing, sustained and intensive high-quality professional development in the integration of advanced technologies, including emerging technologies, into all aspects of District work.
- Develops, administers, and maintains assessments and data that evaluate success and effectiveness of various trainings.
- Finds and utilizes software that helps deliver and organize District-wide professional development efforts.
- Must travel to various site locations to provide training and technology support.
- Produces documentation for District-standard software and hardware sourced internally or through outside parties.
- Produces video training modules for district owned software and hardware sourced internally or through outside parties.
- Provides specific training sessions as requested on various current District-standard technologies (e.g., Aeries, Gradebook, iPads)
- Regularly attends educational and technological seminars and conferences.
- Troubleshoots technology hardware, software, and network problems in relation to professional development or training presentation situations.
- Work with various departments and sites to develop training plans and resources.
- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

KNOWLEDGE, SKILLS, AND ABILITIES
(At time of application)

Knowledge of:
- Current legacy and emerging operating systems (currently, Aeries SIS, Gradebook, Microsoft, Canvas, Adobe products, etc.)
- Environments and network protocols
- Cloud-based SAAS applications
- Mass communication and one-on-one communication concepts
- Internet/Intranet applications, screen casting, screenshots, and video editing
- Microsoft Office, Google Suite tools, virtual meeting platforms, other District-standard software applications, and software applications that support classroom instruction and student learning
- Correct English usage, including grammar, spelling, punctuation, and vocabulary
- Modern office practices, procedures and equipment
- Various resources to maintain up-to-date knowledge of advances in technology and training methods

Skills and Abilities to:
- Utilize pertinent network software, hardware, applications, and operating systems
- Adhere to safety practices
- Plan and manage projects
- Communicate and disseminate information to large groups
- Prepare and maintain accurate records
- Solve problems, identify issues, and create action plans
- Set priorities
- Establish effective working relationships and work with a wide variety and diversity of individuals
- Be attentive to and focus on detailed information, processes, and data
- Communicate effectively and positively with diverse groups
- Present information and explain concepts and procedures to large groups

- Convey technical information to non-technical audiences
- Work non-standard hours when directed and complete projects/assignments within timeframes and deadlines
- Learn District organization, standards, and protocols
- Present a positive image of Madera Unified School District

RESPONSIBILITY:
Responsibilities include working under limited supervision; following standardized practices and/or methods; providing information and/or advising others; and operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is some opportunity to significantly impact the organization's services.

JOB QUALIFICATIONS / REQUIREMENTS:
(*At time of application and in addition to the Knowledge, Skills, and Abilities listed above*.)

EDUCATION REQUIRED:
Bachelor's degree in instructional design, computer science, information systems, information technology, communications, or a related field. Additional qualifying experience may be substituted for the degree on the basis of one year's experience for 24 semester/45 quarter credits.

EXPERIENCE REQUIRED:
Four (4) years of experience in computer hardware, software components, operating systems, computer troubleshooting, and IT helpdesk that involved customer service and direct interaction with users. A certificate in instructional design may substitute for one (1) year of the required experience. One of the required years of experience must include training diverse groups.

LICENSE(S) REQUIRED:
- Valid, current California Driver's License to drive personal vehicle to various sites in the District to provide training and technology user support services.

CERTIFICATIONS AND TESTING REQUIRED:
- Pass the District's applicable proficiency exam for the job class with a satisfactory score
- After offer of employment, obtain:
  - Criminal Justice and FBI Fingerprint Clearance
  - Negative TB test result plus periodic post-employment retest as required (currently every four years)
  - Pre-employment physical exam A through District's provider

WORK ENVIRONMENT / PHYSICAL DEMANDS:
(*Must be performed with or without reasonable accommodations*)
- Work is primarily indoors and occasionally requires sitting for extended periods
- Lift and move equipment and other objects weighing up to 35 pounds
- Dexterity of hands and fingers to operate hand tools, a computer keyboard, and other office equipment and to maintain paper files and documents
- Use hands and fingers to grasp, hold, and manipulate objects
- Kneeling, bending at the waist, sitting, squatting, crawling, stretching and reaching overhead, above the shoulders and horizontally to place equipment and wiring and retrieve and store files and supplies
- Hearing and speaking to exchange information in person or on the telephone
- Visual acuity to see/read documents and computer screen

- Frequent operation of a personal vehicle, and occasional operation of a District vehicle, to travel within and outside the district for meetings, training sessions, and assisting staff at school sites
- Exposure to intermittent noise and interruptions typical of a school environment
- Potential for contact with blood-borne pathogens and communicable diseases

District Technology Trainer
Updated: 2021 EH&A
Previous update: 2019

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