BASIC FUNCTION:

Under the direction of an assigned supervisor, locates and delivers available technology training resources, services, and activities to faculty and staff. Identify on-going technology needs and develop programs and materials to meet these needs. Develop and maintain the confidence and respect of the faculty and staff in all aspects of technology training.

REPRESENTATIVE DUTIES:

1. Provide assistance to faculty and staff regarding computer software needs; provide information on the use of equipment.
2. Operate computers and peripheral equipment.
3. Develops training materials for software applications; conduct classes on software applications; maintains records of class attendance.
4. Schedules and plans classes, arranges for speakers, workshops, and seminars; conducts workshops and introduces or arranges for others to introduce speakers at other workshops, some of which may be in the evening.
5. Promotes training activities and the achievements of faculty and staff by writing articles for District and other publications.
6. Conducts evaluations on the effectiveness of the training and reports regularly to the college Technology Committee and other governance groups, as necessary.
7. Coordinates and provides special services for instructors, including tutorial assistance on Center equipment (such as computers, and peripherals).
8. Maintain computers located in the lab; troubleshoot problems, install new software and maintain appropriate files; update web pages as necessary.
9. Schedules and supervises the maintenance of the training lab’s open hours, some of which shall be in the evenings. Participate on relevant campus committees.
10. Represent the Technology Department and the College at conferences and meetings as directed by the Dean of Technology.
11. Maintain current knowledge of technological advances in the computer field; evaluate and recommend purchases of computer equipment and software.
12. Performs other related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
1. Educational processes, communications, and office procedures.

2. Principles of software installation, implementation, configuration, and troubleshooting.

3. Operating systems including, MS DOS, Macintosh and Windows NT.

4. Internet applications and standards for Mac- and PC-based Web server software including Netscape and HTTP.

ABILITY TO:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, cultural, disability, religious background and sexual orientation of community college students, faculty and staff.

2. Communicate and work effectively with faculty and staff, individually as well as in groups.

3. Apply established procedures to plan, direct, and perform operational functions of the training lab.

4. Plans and organizes training activities.

5. Learn and apply new software and computer technologies.

6. Designs and produces clear and concise training materials.

7. Install and maintain software.

8. Understand the use of the web in an educational context.

9. Work independently and effectively under pressure.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: Associate’s degree and two years experience.

WORKING CONDITIONS:
ENVIRONMENT:
1. Office environment.

PHYSICAL ABILITIES:
1. Hearing and speaking to exchange information.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Seeing to read a variety of materials.

DATE APPROVED: MARCH 1, 1999
RANGE: N-50
EEO-CATEGORY: H-50