



# Santa Barbara Unified School District

720 Santa Barbara Street, Santa Barbara, CA 93101 Phone 805-963-4338, TDD 805-966-7734, Fax 805-965-9561  
www.sbsdk12.org

## Classified Job Description

**Title:** Technology Training and Support Specialist

**Salary Schedule Range:** 60

**Purpose of Position:** To develop, coordinate and present technology training to district employees, and provide Tier I user support for a variety of information and data systems.

**Employment Status:** Full-time

**Location:** District Administration, ITS

**Essential Functions:**

Develop, coordinate, and present technology training to district employees.

Provide Tier I user support for a variety of information and data systems.

Consult with teachers, administrators, and technical staff regarding the need for training programs; establish learning objectives; design training sessions and materials; and evaluate the effectiveness of the training.

Collaborate and coordinate with outside vendors as needed; select and assign instructors to conduct training.

Function as in-house point of support for complex proprietary systems, including but not limited to, a financial management system, student information system, and data and assessment system.

Respond to user inquiries and assist individual users in system operation; create or adapt documentation on the use of systems.

Participate in the development of a training budget; monitor expenditures to insure objectives are met without exceeding allotted budget.

Perform related duties as assigned.

Maintain punctual and consistent attendance.

**Working Conditions & Physical Demands:**

Inside work with no exposure to weather conditions. Travel between district schools to conduct training sessions.

Hearing and speaking to exchange information in person or on the telephone; seeing to read a variety of documents; dexterity of hands and fingers to operate office equipment; sitting for extended periods of time.

**Knowledge, Skills and Abilities:**

Advanced knowledge of IT practices, standards and terminology, preferably in a K12 public education setting.

Knowledge of financial systems such as QSS, Tyler-Munis, CECC, etc.

Knowledge of student information systems such as Aeries, Illuminate, PowerSchool, etc.

Understanding of adult learners and learning styles; ability to adapt information and presentations for an adult audience.

Speaking, writing, presentation and facilitation skills.

Operate a computer and a variety of contemporary office equipment.

Develop and maintain productive working relationships with school site staff and District staff.

Telephone and e-mail etiquette.

Correct English usage, grammar, spelling, punctuation and business vocabulary.

Work independently and meet deadlines.

Work collaboratively with others.

**Education, Training and Experience:**

Bachelor's degree in Information Systems or Computer Science, and at least one (1) year of experience in teaching or training adults in the use of computers and software applications.

**Additional Requirements:**

Valid California Class C Driver's License