Position ....Information Technology Trainer I
Department/Site...............Technology and Computer Services
FLSA.................................Non-Exempt
Evaluated by ....Technical Operations Support Services Supervisor
Salary Range 37

Summary

Develops, and delivers technology training resources, services, and activities to faculty and staff. Identifies on-going technology training needs and develop programs and materials to meet these needs. Provides technical support for personal computer workstations and networks.

Essential Duties and Responsibilities

- Provides assistance to faculty and staff on computer software training needs.
- Provides technical assistance to faculty, staff, and students on using computers and software programs including remote access and on the proper use of peripheral electronic equipment use to enhance presentations and viewing.
- Recommends new technology training programs.
- Recommends and develops training materials for software applications. Redesigns training materials as appropriate to meet changing technology and user needs.
- Personally conducts classes on software applications.   Maintains records of class attendance.
- Schedules and plans classes, conducts workshops and introduces or arranges for others to introduce speakers at other workshops, some of which may be in the evening.
- Promotes training activities and the achievements of faculty and staff by writing instructional tips for College intranet and newsletters.
- Provides assistance to instructors, including support on computer equipment and peripherals.
- Maintains current knowledge of technological advances in the computer field.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**
  - Requires knowledge of adult learning methods, instructional design and techniques for computer mediated learning.
  - Requires knowledge of English language sufficient to write clear, succinct, step-by-step instructions and explanations.
  - Requires sufficient human relations skill to deliver in-service education to groups and individuals and to explain technical concepts to non- technical staff.

- **Abilities**
  - Evaluate, design and produce clear training materials.
  - Organize and coordinate the delivery of training.
  - Deliver in-service instruction to groups with varying degrees of knowledge and skill.
  - Express course goals with imaginative application of technology to existing materials and structures.

- Convey concepts in writing and orally to individuals and/or groups of diverse backgrounds.
- Work in a changing environment and manage multiple priorities.

Physical Abilities
- Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to setup and demonstrate equipment.
- Requires sufficient hand eye coordination and dexterity to make small component connections.
- Requires sufficient visual acuity to read technical documents and instructions and align small components.
- Requires sufficient auditory ability to project voice to a group, hear questions and prompts, and carry on routine conversations.

Education and Experience
- An associate degree, or the completion of at least sixty (60) college-level semester units or a certificate in computer networks or computer technical support, and two years of technology training experience; or, in the absence of an associate degree, or the completion of at least sixty (60) college-level semester units or a certificate in computer networks or computer technical support, four years of technology training experience.

Licenses and Certificates
- May require a valid driver's license.

Working Conditions
- Work is performed indoors where minimal safety considerations exist.