



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
PC TRAINER	CLASSIFIED	GRADE: M MONTHS:
BOARD POLICY REFERENCE: 1999 CLASSIFICATION STUDY/2005 Classification Review		Board Approved: 4/00

JOB DESCRIPTION:

Under general supervision, provide training and support of office computers and software applications; and perform related work as required.

SCOPE:

The PC Trainer demonstrates and trains users on various software applications; schedules equipment repairs and installations; and provides technical support.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

1. Provides technical support to users on software and hardware; answers questions via telephone or in person.
2. Provides training in the use of office computers, their software applications, and peripheral equipment.
3. Installs and configures software, hardware and related peripheral equipment in instructional computer labs.
4. Configures staff computers for Internet home access; works with Internet Services Specialist for technical support and guidance.
5. Maintains web sites for assigned departments.
6. Maintains current knowledge of computer software and hardware; trouble shoots technical hardware and software problems.
7. Maintains repair and service schedules for desktop and portable computers.
8. May serve as a lead worker for other classified staff in the area.

EMPLOYMENT STANDARDS

ABILITY TO:

Perform skilled work in the installation, maintenance, and repair of computer networking equipment; use tools and operate electronic test equipment; lift, assemble, and move equipment; read technical diagrams and instructions and apply information; maintain records; learn new applications frequently and quickly; write documentation appropriate to training and operation of equipment and software; assess the suitability of hardware, software and materials being employed; maintain cooperative working relationships; demonstrate sensitivity to, and respect for a diverse population.

EMPLOYMENT STANDARDS (Continued):

KNOWLEDGE OF:

Computer operations hardware and office applications such as Microsoft Work, Excel and Outlook.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Related college course work.

Experience:

Extensive knowledge in the use of computer hardware and software, including operating systems, peripherals and relevant and current application software.

SPECIAL REQUIREMENTS:

Must be able to perform physical activities such as, but not limited to, lifting heavy equipment (up to 50 lbs. unassisted), bending, standing, climbing or walking.