APPLICATIONS TRAINING SPECIALIST

DEFINITION

Under general supervision, provides technical training and expertise to the District's faculty and staff regarding various software and system applications; develops training course curriculum and materials; develops and maintains standards for user documentation and systems applications.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Enterprise Application Systems. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a specialized classification responsible for providing user support, training, systems, and software recommendations and assistance with departmental projects, as assigned. Incumbents are expected to possess comprehensive knowledge of the District's systems and software. The work requires the frequent use of tact and judgment, working knowledge of District-wide information technology systems and software, and the ability to conduct independent projects and programs. This classification is distinguished from other IT classifications by specializing in user training of the District's software and system applications. This class is further distinguished from the Director, Enterprise Application Systems in that the latter has overall responsibility for all functions of the Enterprise Application Systems unit.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, schedules, and conducts training classes and demonstrations for District faculty and staff on various software and system applications, including Banner, Argos, and Luminis; instructs users in software applications for optimal usage.
2. Determines training objectives and requirements; develops curriculum; prepares and designs training materials, reference guides, and user manuals.
3. Responds to user questions, performs second-level troubleshooting on systems and applications, and provides diagnostic analysis; implements and/or recommends corrective actions for users with existing and new software applications.
4. Supports software development and project staff; evaluates new software and system applications for quality, accuracy, and effectiveness.
5. Defines user software and application requirements; makes recommendations for changes and enhancements to software applications to meet end users' needs.
6. Assists with special projects; designs implementation procedures; develops documentation for new technology and software development.
7. Assists in coordinating activities with help desk, network services, or other information technology staff.
8. Assists lower-level and new staff as required.

9. Participates in group problem solving activities to promote continual business process improvements and initiatives.
10. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
11. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
12. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
13. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
14. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
15. Prepares and delivers oral presentations related to assigned areas as required.
16. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Applicable District and departmental codes, policies, and procedures.
3. Basic principles and practices used in the operations, maintenance, and administration of network operating systems, personal computer system hardware, and related software systems.
4. Principles and practices of training program development, management, implementation, review, analysis, and evaluation.
5. Basic techniques and methods of computer software evaluation, implementation, and documentation.
6. Personal computer and network system application software packages.
7. Troubleshooting, configuration, and installation techniques.
8. Computer software, network technology, and operating system products.
9. Occupational hazards and standard safety procedures.
10. Business letter writing and record keeping principles and procedures.
11. Methods, techniques, and practices of data collection and report writing.
12. Modern office practices, methods, and computer equipment and applications related to the work.
13. English usage, spelling, vocabulary, grammar, and punctuation.
14. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.

2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Perform a variety of functions in the operation of a variety of computer equipment and peripheral components; troubleshoot related problems and take appropriate action.
5. Identify and resolve software problems and perform corrective action.
6. Train staff on software applications usage.
7. Establish and maintain a variety of filing, record keeping, and tracking systems.
8. Respond to and effectively prioritize phone calls and other requests for service.
9. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
10. Operate modern office equipment including computer equipment and specialized software applications programs.
11. Use English effectively to communicate in person, over the telephone, and in writing.
12. Understand scope of authority in making independent decisions.
13. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
14. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to graduation from an accredited four-year college or university in computer science or related field; and
2. Two (2) years of responsible experience developing technical documentation and testing systems application software.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or students in interpreting and enforcing departmental policies and procedures.

Amended: 6/2023