TITLE: **DATA PROCESSING TRAINER/SUPPORT TECHNICIAN**

QUALIFICATIONS:
1. Professional experience using data processing applications software on mainframe computer terminal
2. Professional experience using word processing software on mainframe computer terminal and/or microcomputer
3. Knowledge of elementary data processing, word processing, and computer programming principles
4. Ability to understand, analyze, and apply information obtained from technical manuals without direct supervision
5. Ability to develop and maintain cooperative and effective working relationships with Data Processing staff and customers
7. Knowledge of modern office procedures and organization and management principles
8. Ability to use independent judgment and initiative
9. Ability to prepare oral and written reports
10. Must pass required tests

REPORTS TO: Administrator as assigned

JOB GOAL: Under direction of Director of Data Systems, to ensure smooth and effective implementation of services provided by Department of Data Processing Services

PERFORMANCE RESPONSIBILITIES:

1. Acts as support liaison between Data Processing Services and other departments regarding data and word processing services
2. Coordinates and conducts inservice activities for data and word processing applications for customers of Data Processing Services
3. Develops and maintains familiarity with existing and new computerized departmental applications (including internally developed mainframe software systems, as well as Word Processing, Electronic Spreadsheet, Database Management applications, etc...)
4. Works with system users, identifies deficiencies in installed systems and recommends changes
5. Assists Data Processing Services staff in troubleshooting minor equipment failures
6. Develops and maintains good working relationships with computer system users
7. Assumes role of chairperson for district's Word Processing/Microcomputer User Groups
8. Conducts research activities required to solve problems encountered by system users
9. Performs other related duties as assigned

TERMS OF EMPLOYMENT: Salary and work year to be according to current schedule; classified salary schedule, class 30

EVALUATION: Performance of this job will be evaluated in accordance with the District's "Improvement of Professional Services" handbook, Board Policies and Procedures and consistent with collective bargaining agreements when applicable

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