

Leon County Public Schools Classification Specification

Salary Grade 28

Summary Information:

Classification Title: Technology Training & Support Specialist

Date Prepared: 04/2003

FLSA Status: Non-Exempt

Typical Decisions and Recommendations Provided to Others:

This position requires the regular exercise of independent discretion and judgment within defined policy parameters in area of specialty. Work follows specific procedures, however the incumbent may determine priorities, organize own work and occasionally make exceptions to procedures.

Activity Identification

Activity Name

649	Data Processing Training	Train users in the operation of new or modified systems and programs.
630	Software/Hardware Selection	Identify user requirements, evaluate software alternatives, and make recommendations for the selection of software/hardware.
264	Computer Learning	Analyze and develop or modify programs and applications for computer assisted instruction.
648	Microcomputer Assistance	Assist users in defining microcomputer needs and selecting hardware and software.
077	Technical Assistance	Provide consultation and assistance regarding specific matters within identified area of expertise.
642	Telecommunication Systems Trouble Shooting	Work with users to resolve telecommunication system errors or failures. Involves identifying problems and implementing corrective actions. Problems addressed include hardware, software, and procedure.
636	Testing	Test data processing programs and systems.
652	Systems Performance Evaluation	Collect data and evaluate the performance of data processing systems. Performance tune systems as required.
655	Systems Assessment	Research, evaluate, and recommend changes in hardware, software, data communications, and techniques that contribute to more effective automated systems capabilities.
656	Assistance to Users - Student Services	Work with users of student (i.e., educational) services applications to implement systems. Answer questions on an ongoing basis.
657	Assistance to Users - Business Services	Work with users of business services applications to implement systems. Answer questions on an ongoing basis.
999	Assigned Duties	Perform other duties as assigned.

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General Classification Specification Factors:

Education/Experience:	B.A. or B.S. Degree with major course work in one of the computer sciences or in management information systems with three years related experience; or A.A. Degree with major course work in computer science or management information systems with five years related experience; or Vocational training (720 hours) of study from a vocational-technical school or accredited community college in an area of data processing (excluding computer operations and data entry) with six years related experience; or High School Diploma or equivalent with seven years related experience.
Supervisory Responsibility:	None
Type of Supervision:	N/A

Effective Date: 7/1/2003