

**REGIONAL CENTER OF THE EAST BAY
JOB DESCRIPTION**

POSITION TITLE: Technology Trainer (Confidential Position)

SALARY RANGE: \$1901.40 - \$2,548.06 Bi-weekly
\$49,436.40 - \$66,249.56 Annual

REPORT TO: Manager, Information Systems

LOCATION: San Leandro, CA 94577

SPECIFIC DUTIES:

Under general supervision, this position is responsible for the technical support and training of all information systems applications, software problem determination and troubleshooting, writing of procedures and instructions, and other similar duties assigned.

SANDIS/UFS Training and Support

1. Determine needs and provide technical support and training for staff in computer network applications, such as AS/400 applications and PC desktop applications.
2. Provide operational support on the AS/400, such as executing programs, printing reports, etc.
3. Perform routine system support and maintenance on the AS/400, including backup and restore of files; purging obsolete files; monitoring system performance, maintaining user profiles, etc.
4. Perform report-writing tasks for the AS/400 applications and other database applications.

General Network and Computer Training and Support

5. Provide technical support and training for staff in the use of desktop/server based applications used by RCEB.
6. Assist in the deployment and support of workstations and network devices attached to the RCEB network.
7. Provide technical support and training for staff in delivery of internet/intranet web pages, as well as the actual creation of internet/intranet web pages as required.
8. Provide technical support and training for staff in the use of telephone equipment and voice mail systems.
9. Maintain Door Card System, Voice Mail System, and Call Accounting Systems.
10. Maintain inventory of forms and other office supplies for Information Systems Department.
11. Perform other related duties as required.

MINIMUM QUALIFICATIONS:

1. College degree in computer science or closely related field highly desirable.
2. Demonstrated experience in technical support and training of AS/400 applications, network applications, desktop applications, and desktop operating systems, including preparation of training materials.
3. Ability to identify and resolve basic software problems and malfunctions.
4. Demonstrated understanding of database and web-page development and delivery.
5. Excellent oral and written communication skills.

6. Excellent presentation skills.
7. Excellent skills with the Microsoft Office Suite, particularly Word, Excel and PowerPoint
8. Valid CDL and reliable, insured transportation required.
9. Ability to lift 40 pounds

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