

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

COMPUTER APPLICATIONS TRAINER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under direction, provide and coordinate software application training and support for faculty and staff on various application programs; review and analyze new software applications and develop guides or lessons for use by faculty and staff; develop lessons and study guides to provide software training; and respond to questions and inquiries from faculty and staff regarding the use and integration of software programs.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Provide support to users of software programs licensed by the District for use by faculty and staff; troubleshoot and analyze technical problems.
2. Develop, coordinate, present, and provide training on software applications, including group training modules, single-topic workshops, open labs, and one-on-one advising; design and develop customized teaching materials and programs.
3. Conduct studies of new software to be used by faculty and staff; research potential new software in cooperation with Division Dean.
4. Assist computer lab faculty and staff with software training; address questions or problems regarding the use of software.
5. Perform related duties as required.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Computers and applications software.
2. Multiple software applications and related concepts.
3. Principles and practices used in troubleshooting various software application problems.
4. Methods and techniques of providing training to non-technical users on software applications.
5. Principles used in the design of training materials and programs.

Ability to:

1. Analyze, troubleshoot and apply problem solving skills to technical problems.
2. Develop and document lesson plans that are easily understood by non-technical users.
3. Provide training and ongoing support on software applications.

**Chabot-Las Positas Community College District
Computer Applications Trainer (Continued)**

4. Learn and evaluate new software applications.
5. Operate a variety of equipment including computers and supporting software applications.
6. Adapt to changing technologies and learn functionality of new equipment, programs and systems.
7. Work cooperatively with other departments, faculty and staff.
8. Work independently in the absence of supervision.
9. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.
10. Communicate clearly and concisely, both orally and in writing.
11. Establish and maintain effective working relationships with those contacted in the course of work.
12. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - Any combination of the following would provide a typical way to obtain the required knowledge and abilities.

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by two years of college level course work in computer science, information systems, application programming or a related field.

Experience:

Three years of increasingly responsible experience using and providing training on a wide variety of software applications.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Management Information Systems