

Sam Houston State University Human Resources

Staff Classification Description – Technology Trainer

Skill Category: Tech/Para-Professional

Job Number: 4N349 (N1)

Grade: 18

Date: 09/2011

Department: Office of Information Technology Services

Education & Experience Requirements: Bachelor's degree with at least one (1) year of directly related experience required. A working technical knowledge of current network protocols, operating systems and standards, networked and stand-alone PC software, deep understanding of Windows registry, file systems and networks are necessary. A combination of education, experience, certifications, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: Provide skilled technical support for campus information system users, develop or modify training, test existing programs, and monitor programs that implement those designs.

Supervision Given & Received: Incumbent receives general direction and is frequently required to make minor decisions. Provides supervision to student employees.

Primary Responsibilities: Works with clients and technicians to identify and deliver required technology support services. Acts as a liaison and provides training and support to clients and staff on technical issues. Creates and maintains procedure manuals, technical and process documentation. Designs and gives presentations and briefings for training sessions in-person or online. Advises users and analyzes user requirements concerning software and the efficient use of information technology systems. Provides customer service and help desk support, troubleshoots and solves computer-related issues. Designs and delivers technical training for faculty, staff, and students. Conducts instructor-led and one-on-one training classes for SHSU clients. Develops and organizes technical support documentation and training materials for Information Technology (IT) processes, systems and tools. Develops, organizes, and maintains a knowledge base of technical support documentation. Develops, organizes, and delivers "Client Care Liaison" program. Effectively markets IT@Sam on the university campus using innovative cost-effective methods including but not limited to: training sessions; monthly IT@Sam newsletter; and social media venues. Provides guidance to various team members as needed. Performs other related duties as assigned.

Other Specifications: This position involves the ability to set priorities and procedures for accomplishing work based on previous experience and knowledge of organizational policies and procedures. Work is of moderate technical complexity and issues are resolved based on knowledge from previous experience and/or college level courses. Policy interpretation is limited to situations which have been previously defined and where parameters have been established. Must be able to read and understand technical manuals and procedural documentation. Ability to conduct research into computer issues and products is needed. Effective interpersonal skills and relationship-building skills, good written and oral communication skills, ability to present ideas and concepts in user-friendly language and strong customer-service orientation are required. Position requires incumbent to be on call 24/7. Special procedures sometimes require extended hours. Some travel is required.

This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources.

Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.

Sam Houston State University is Committed to Equal Opportunity in Employment and Education.