

Technology Training Consultant

Position Description

Penn Manor School District

Title: Technology Training Consultant **Revised:** 08/11/2019

Reports To: Director of Technology **Approved:** 08/19/2021

Job Summary

The Technology Training Consultant provides skills training and technical support for district technologies. This position serves as the lead facilitator for software and hardware training for staff and faculty to successfully use district technology platforms, services, and systems. The Technology Training Consultant interfaces with faculty and staff on a continual basis and requires a high degree of interpersonal skill, customer service orientation, and human relations ability. Examples demonstrative of high quality service may include, but are not limited to, prompt responses to inquiries, professional and courteous verbal and non-verbal communication, and proactive problem solving.

Primary Duties and Responsibilities

1. Plan, develop, and deliver one-on-one, small group, large-group, and virtual skills training and technical support sessions through phone, online, and in-person interaction
2. Serve as a catalyst for faculty and staff understanding of new technologies; provide knowledge and education on new capabilities and features to ensure faculty and staff are comfortable using district software and hardware systems
3. Enhance workforce skill, capability, and effectiveness through design and implementation of technology onboarding and continuous learning programs; provide technology skills training and technical support to address faculty and staff needs and requests
4. Provide technical training materials for staff, faculty, principals, and parents; develop and maintain FAQs, knowledgebase articles, tutorials, and other communication to keep staff apprised of software feature changes and capabilities
5. Provide technical configuration, maintenance, and troubleshooting support for district software systems, hardware devices, and other technologies; respond to and resolve technical support ticket requests
6. Assist with the deployment, management, and maintenance of student and staff technology, including the one-to-one program; facilitate implementation of district technical projects

7. Foster customer relationships through ongoing issue status updates and other communications; serve as the technical liaison for third-party software vendors
8. Collaborate with the Technology Team to proactively build accessible and effective technology solutions and systems for students, teachers, and staff
9. Remain current in the field of technology by attending workshops, reading online and print publications, and observing programs in other districts & institutions
10. Perform other duties and projects assigned by the Director of Technology, Assistant Technology Director, or Leadership Team

Qualifications

Demonstrated success in designing and delivering technology skills training and workshops to adult learners is required
 Comprehensive knowledge of hardware and software support for mixed technology platforms and a working knowledge of enterprise information technology is required
 A degree in a related field or 2 or more years experience as a technology trainer is required

Valid Pennsylvania driver's license and access to personal transportation required
 Submission of pre-employment medical examination (Section 148 of the Pennsylvania School Code)
 Submission of a report of criminal history record from the Pennsylvania State Police (Section 111 of the Pennsylvania School Code)
 Submission of a clearance report from the Pennsylvania Department of Public Welfare in accordance with Act 151 of 1994
 Submission of Federal Criminal History Record in accordance with Act 114 of 2006
 Such alternatives to the above qualifications as the Board may find appropriate and acceptable

Physical Demands

Ability to reach above and below the waist
 Ability to use fingers to pick, feel and grasp objects
 Ability to lift and/or carry supplies weighing no more than 40 lbs.
 Ability to frequently walk, stand and move throughout the work environment

Sensory Abilities

Visual acuity
 Auditory acuity

Work Environment

Normal school building environment
 Subject to inside environmental conditions

Temperament

Must possess excellent interpersonal skills and have the ability to effectively communicate with all members of the district community

Able to handle multiple priorities, make sound judgments, and work in a fast-paced environment with frequent interruptions

Able to provide outstanding customer service to students, staff, faculty, and parents

Possess experience responding with sensitivity to individuals from diverse backgrounds

Able to establish and maintain productive and effective, inclusive working relationships amongst diverse populations including staff, faculty, administration, students, and parents

Must be able to learn and adapt to change in the work environment, accept constructive feedback, work cooperatively in group situations, and work actively to resolve conflicts

Maturity and integrity when handling confidential data

Cognitive Ability

Ability to communicate effectively, both written and verbal, and to present information effectively to small and large groups

Flexibility and capability to manage, organize, and prioritize multiple tasks

Ability to analyze, interpret, and solve detailed and highly technical problems across a range of hardware and software systems

(Reasonable accommodations may be made to enable a qualified individual with a disability or disabilities to perform the primary duties and responsibilities of the job.)