



POSITION TITLE: Technical Support / Trainer

DATE: March 15, 2021

Professional Salaried Position with Benefits (100%)

BASIC FUNCTIONS AND RESPONSIBILITIES

This position is under the direction of both the Technical Support Coordinator and the Technology Manager. The Technical Support / Trainer provides telephone assistance and some face-to-face training workshops for clients (school and education agency personnel) in support of CASAS eTests (online student testing system) and TOPSpro Enterprise software (student data management and accountability system).

The individual in this position is a critical technical resource in the implementation of software applications and network systems. The position requires evaluating client computer networking and telecommunication systems, including installs and configurations, to optimize client's use of the online testing system. Because the individual interacts with a broad range of clients, she or he must have strong communication skills and the ability to use a wide range of technical resources to provide software applications and network systems support. The position requires the ability to interact with clients using non-technical terms for those clients who require such.

Technical Support: 80%

- Provide technical support to clients. The position requires familiarity with network troubleshooting and Internet-based services and protocols. The individual will need to interact with clients who have widely varying levels of proficiency with technology.
- Diagnose computer and related equipment problems. The individual must possess strong problem-solving and analytical skills. Proficiency and experience in Microsoft Windows and Apple-based operating systems is required.
- Research and identify appropriate technology solutions. The individual must evaluate, assess, and recommend appropriate courses of action for each client and have knowledge of typical IT service delivery. The work may require contacting vendors to solve technical problems in order to follow-up on user questions.

Training Workshops: 20%

- Coordinate and present training workshops. Workshops focus on the implementation and technical management of software applications for clients. Workshops can be either face-to-face or Webinar training sessions.
- Create technical training materials. These materials must assist clients in managing software applications and need to meet data collection requirements for federal and state reporting purposes.

EDUCATION

Bachelor's degree in information technology, computer science, education, or related field preferred.

EXPERIENCE

- Thorough knowledge of MS Windows environment and file structures
- 3-5 years of computer hardware-software troubleshooting experience
- Knowledge of network protocols preferred
- Experience with database management systems
- Excellent oral and written communication skills

Some travel required.

Salary is commensurate with experience. Submit resume to Jesse Sanchez (jsanchez@casas.org)



The above statements reflect the general duties/responsibilities necessary to identify the type and level of the position and are not intended to set forth all of the specific requirements of the position. CASAS is an at will employer and as such reserves the right to revise or change job duties and responsibilities as the need arises and the employee/employer relationship may be terminated by either party at any time with or without cause. This position summary does not constitute a written or implied contract of employment.