

January 1999

TSS TRAINEE

DEFINITION

Under the direct supervision of the Director of Technology System Services (TSS), TSS Supervisor, TSS Projects & Purchasing Coordinator or Systems Programmer, this entry-level trainee position may provide technical support for IERC, User Support, Networking, and/or Programming staff as needed. Trainees receive some of the relevant training and experience needed to promote to higher level classes within the TSS Department.

ESSENTIAL FUNCTIONS

Uses new technologies to assist the facilitation of TSS staff work flow; assists in answering users' questions at the help desk and/or refers questions to appropriate TSS staff member efficiently; performs the basic installation and configuration of software on user computers; checks wiring and computers to determine and document source of users' problems; assists programming staff with simple programming, coding, and systems analysis; assists other TSS staff members in simple tasks to free them for more challenging or technical work; covers for vacationing or sick employees; updates databases and assists in keeping accurate records of changes to technical systems district-wide; runs utility programs carefully and conservatively; examines, documents, and reports users' concerns and problems.

SPECIAL REQUIREMENTS

Possession of a valid California Driver's License.

Must be able to be insured, and continue to be insurable, by the District's liability insurance carrier.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Basic computer operations;
- Basic software installation and operating system configuration;
- Macintosh OS;
- Windows OS beneficial;
- Business computer systems, networks, and other technical equipment used district-wide are highly desirable;
- Wiring standards desirable;
- Documenting user problems.

Ability to:

- Understand and follow written and oral instructions;
- Plan and schedule work;
- Operate computers and other technical equipment with minimal instruction and supervision;
- Work with people inside and outside the department to gain and impart knowledge required to complete all TSS work.
- Learn how to use highly technical equipment and software;
- Learn District and department policies and procedures quickly;
- Work patiently with frustrated or angry users.

TRAINING AND EXPERIENCE

No formal work experience is required. Any combination of training and experience which would likely provide the knowledge and abilities is required. For example, some experience using computers, related equipment and software to repair, to install, to network or to program is required. This experience can be obtained from personal use, an internship, school projects, or volunteer work.

Equivalent to the completion of the twelfth grade is required. Related technical certificate, training, or college course work is highly desirable.