

July 2013

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED

**CLASS TITLE: FACULTY RESOURCE
CENTER DEVELOPMENT
SPECIALIST**

SALARY TABLE: 29

SALARY RANGE: 32

BASIC FUNCTION:

Under the direction of an assigned administrator, provide training, staff development activities and assistance to faculty technology users concerning computer operations, software applications and related techniques, practices and procedures; assist faculty in utilizing computer technology in the preparation and development of instructional materials.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Provide training, staff development activities and assistance to faculty technology users concerning computer operations, software applications and related techniques, practices and procedures; respond to faculty requests for training and assistance in programs such as Word, Excel, PowerPoint, Photoshop, Dreamweaver, PageMaker, Syllabus Maker, Illustrator, InDesign, Fetch and Omnipage.

Develop, implement and conduct individual and group technology training sessions; perform demonstrations concerning the instructional use of computers and designated software applications; prepare and deliver oral presentations.

Assist faculty in utilizing computer technology in the preparation and development of instructional materials; train and assist faculty in word processing, application functions, commands, printing and the format, design and layout of various documents, materials, spreadsheets and presentations.

Provide training in scanning, adjusting and formatting images; assist faculty with scanning, converting and reformatting manual documents into automated files; research images and clip art for faculty projects as needed.

Establish, maintain, format and update web pages as required; assure functionality of related links; provide training and assistance to staff in creating and developing documents for website use; assist staff with establishing and maintaining web pages and uploading files to web servers.

Provide technical support to users concerning system operations, software applications and related malfunctions; provide assistance or general troubleshooting, determine type of request and provide solutions; refer major technological problems and malfunctions to appropriate staff.

Assist visitors and receive telephone calls; identify and confer with faculty concerning training

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needs, goals and issues; formulate plans for training; modify training sessions to meet individual faculty needs and goals as appropriate.

Research, assemble and compile a variety of technical information related to computer operations and software applications; compile, prepare and distribute training, tutorial and support guides and materials for staff training and development activities.

Install, configure, modify and maintain computer hardware, software and peripherals as directed; troubleshoot, diagnose and resolve computer malfunctions; replace computer hardware as needed; install system and software upgrades and updates; observe computers to assure proper functioning.

Prepare and maintain a variety of records, reports and files related to websites, trainings, workshops, seminars and assigned activities; compose and distribute correspondence.

Assist with the development and implementation of large group trainings, workshops and seminars as required.

Communicate with College personnel and various outside agencies to exchange information, coordinate activities and resolve issues or concerns.

Operate of software.

Maintain current knowledge of new and upgraded software applications.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

General principles, practices and procedures of training and staff development.

Computer hardware systems and software applications utilized by the College.

Individual and group training techniques, practices and procedures.

Principles, methods and procedures of operating computers, peripheral equipment and a variety of software applications.

General practices, procedures and techniques involved in the installation, configuration, maintenance and repair of computer hardware, software and peripheral equipment.

Principles, practices and procedures of website design and implementation.

Database structures, on-line applications and system capabilities of the College's computer systems.

Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Record-keeping and report preparation techniques.

Public speaking techniques.

ABILITY TO:

Provide training, staff development activities and assistance to faculty technology users concerning computer operations, software applications and related techniques, practices and procedures.

Assist faculty in utilizing computer technology in the preparation and development of instructional materials.

Develop, implement and conduct individual and group technology training sessions.

Prepare and deliver oral presentations.

Train and assist faculty in word processing, application functions, commands, printing and the format, design and layout of various documents, materials, spreadsheets and presentations.

Participate and train others in establishing, maintaining and updating web pages as required.

Compile, prepare and distribute training, tutorial and support guides and materials.

Investigate, troubleshoot, diagnose and repair computer hardware and software malfunctions.

Meet schedules and time lines.

Operate computers, peripheral equipment and a variety of software properly and efficiently.

Work independently with little direction.

Communicate effectively orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Determine appropriate action within clearly defined guidelines.

Maintain current knowledge of technological advances in the field.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate's degree with course work in computer science or related field and two years computer experience including work with software training and support functions.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor work environment.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information and make presentations.

Seeing to view a computer monitor and read a variety of materials.

Sitting or standing for extended periods of time.