



Job Title:	Software Trainer	Wage/Hour Status:	Nonexempt
Reports To:	Assistant Superintendent, Technology and Information Services	Pay Grade:	Category 4
Dept. /School:	Technology	Date Revised:	10/11/2011

Primary Purpose:

Work with staff to provide training opportunities to MISD staff members on the Skyward Student Information System, productivity software, and related applications. Answer phone calls and email on a daily basis. Provide technical support to customers via phone or remote access on Skyward Student Information System and related hardware, software applications, and peripherals. Troubleshoot problems, determine source, and advise on appropriate action.

Qualifications:

Education/Certification:

High school diploma or GED, preferred

Special Knowledge/Skills:

Broad knowledge of computer hardware and software applications

Ability to detect and resolve problems

Familiar with a variety of the front office concepts, practices and procedures

Excellent organizational, communication and interpersonal skills

Knowledge of various operating systems (Windows)

Proficiency in Microsoft Office 2007 and 2010 Suite

Experience:

Two years or more of experience with Skyward Student Information System

Major Responsibilities and Duties:

1. Plan, develop the content for, and provide regular, ongoing training opportunities to MISD staff members including (but not limited to) the following formats: face-to-face workshops, video conferences, online courses, SAFARI Montage Live! Webinars and on-site personalized training.
2. Create sessions in Eduphoria Workshop; use system to provide necessary information to participants.
3. Provide professional development information to Assistant Superintendent to place on calendar.
4. Provide all needed materials for professional development (certificates, sign-in sheets, evaluations, name badges, and workshop supplies).
5. Survey participants for input on professional development.
6. Ensure that policies and procedures related to training are followed.
7. Identify, research, and resolve technical problems related to Student Information System and other applications.
8. Maintain accurate knowledge of ongoing technology projects and other known issues; communicate information accurately to users.

Safety:

9. Operate tools and equipment according to prescribed safety procedures.
10. Follow established safety procedures and techniques to perform job duties including lifting, climbing and carrying.
11. Correct unsafe conditions in the work area and report any conditions that are not correctable to the supervisor immediately.

Other:

12. Other duties as assigned.

Supervisory Responsibilities:

None

Working Conditions:

Mental Demands/Physical Demands/Environmental Factors:

Some district wide travel; occasional prolonged and irregular hours.

NOTE: The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, or skills that may be required.