

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

SHORT-TERM CLASSIFIED POSITION

JCN: 9246
NON-EXEMPT

AFTER SCHOOL CONNECT – TRAINER AND TECHNICAL SUPPORT

BASIC FUNCTION:

Under the direction of the Senior Director of Application Development and Support, serve as a key liaison between end users and the development team to ensure the successful implementation, adoption, and support of the new student attendance and parent check-in/out system; provide high-level technical assistance, training, and user experience guidance to ensure the application is reliable, user-friendly, and compliant with reporting requirements; support users in navigating features such as digital parent portal, audit-ready attendance documentation, automated funding calculations, and secure data integrations with systems like Aeries, PowerSchool, and CALPADS; develop clear documentation, deliver engaging training sessions, and promote best practices that uphold data privacy and district technology policies; ensure that users at all levels site staff, district administrators, parents, and county personnel are equipped with the knowledge and tools needed to confidently use a scalable, customizable system that meets program needs.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Assist in validating system functionality to ensure the application produces attendance records, accurate funding calculations, and reliable progress-tracking data.
- Assist with onboarding and supporting parent portal users, including digital registration, sign-out functionality, communication tools, and account troubleshooting.
- Collaborate with development teams to communicate user feedback, system issues, and enhancement needs, ensuring the application is intuitive, user-friendly, and aligned with real-world workflows.
- Deliver engaging, user-centered training for site staff, district administrators, parents, and county personnel on application features, workflows, data entry, reporting requirements, and best practices.
- Develop and maintain clear, accessible user guides, help articles, video tutorials, and training materials to support ongoing adoption and system proficiency.
- Help configure and support multi-level access permissions for site, district, county, and tutor roles to ensure appropriate visibility and functionality.
- Participate in user acceptance testing (UAT) by validating functionality, identifying defects, and ensuring the application meets operational needs before release.
- Provide front-line technical support to end users, troubleshooting issues related to attendance tracking, parent check-in/out, digital portal, reporting tools, and system navigation.
- Provide high-quality customer service by maintaining a responsive, solutions-oriented approach that fosters trust, confidence, and ongoing engagement with the system.
- Support compliance efforts by assisting users in understanding and correctly completing reporting requirements within the system.
- Support the onboarding of the application by assisting in updates, rollout of features, and change management communication.
- Support users in generating daily, weekly, monthly, and custom reports to meet district, county, program, and grant-funding needs.
- Track and document recurring support needs, training gaps, and usability trends to inform enhancements, training strategies, and system improvements.

- Work closely with the development team and users to understand new workflows and pain points within the application.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders, and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:

- Perform related duties as assigned.

KNOWLEDGE OF:

- Basic principles of system integrations and data flow between applications.
- Basic project coordination practices, including documenting issues, tracking support trends, and communicating user needs to development teams.
- Best practices for designing and delivering user training, including adult learning strategies, instructional methods, and effective presentation techniques.
- Common issues and resolution techniques.
- Customer relationship management and collaborative strategies to build trust and maintain strong partnerships with site, district, and county stakeholders.
- Documentation standards for creating user guides, help articles, FAQs, and training materials that are accurate, accessible, and easy to understand.
- Effective communication strategies for explaining technical concepts to non-technical users in a clear, patient, and supportive manner.
- Principles and practices of technical support, troubleshooting, and customer service in an educational or technology-driven environment.
- Principles of continuous improvement, including gathering user feedback, identifying trends, and recommending enhancements that support system usability and sustainability.
- Software application navigation, system configuration, and user account management, including multi-level access controls.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:

- Adapt to evolving program needs and learn new system functionality, tools, and reporting requirements as the application scales.

- Analyze system behaviors, identify patterns in support tickets, and offer meaningful recommendations to improve functionality and user experience.
- Balance multiple support requests, priorities, and training needs with professionalism, accuracy, and attention to detail.
- Collaborate with software engineers to ensure design consistency and implementation.
- Communicate and collaborate effectively with developers, system analysts, project managers, and end-users.
- Communicate complex technical information in a clear, user-friendly manner through demonstrations, written materials, and one-on-one coaching.
- Configure user roles and permissions to support multi-level access needs across site, district, county, and program levels.
- Contribute to a culture of continuous improvement by actively gathering feedback, recommending solutions, and supporting new feature rollouts.
- Create high-quality user documentation, including guides, step-by-step instructions, videos, and FAQs that support ongoing system proficiency.
- Deliver engaging, well-structured training sessions, both in person and virtually, using learning strategies to support successful system adoption.
- Establish and maintain positive working relationships through strong interpersonal skills, collaboration, and customer-focused service.
- Maintain strict confidentiality and uphold district data privacy expectations when handling sensitive student and parent information.
- Provide clear, patient, and effective technical support to users with varying levels of technical expertise, including site staff, district administrators, tutors, county personnel, and parents.
- Troubleshoot and resolve issues related to attendance workflows, parent check-in/out, registration, reporting, and system navigation in a timely and professional manner.
- Understand key features of a topic without having the benefit of exhaustive knowledge or detail.
- Work collaboratively with software engineers, analysts, QA, and leadership to convey user needs, identify usability issues, and support system enhancements.
- Work independently and exercise sound judgment when resolving issues or guiding users through workflows.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Work confidentially and with discretion.
- Work independently with minimal direction.

EDUCATION AND EXPERIENCE:

EDUCATION:

- High School Diploma, General Education Degree (GED) or State High School Proficiency certificate.
- Bachelor's degree in computer science or related field preferred.

EXPERIENCE:

- One year of increasingly responsible experience providing technical support, help desk services, or application support in an educational, governmental, or technology-focused environment.
- Experience creating user-friendly documentation, guides, or training materials to support system adoption and ongoing proficiency preferred.
- Experience collaborating with cross-functional teams such as developers, analysts, QA, and program staff to communicate system issues and help improve application usability preferred.
- Experience delivering user training, workshops, or instructional sessions for staff, parents, or community members, preferably involving software applications or digital tools preferred.
- Experience supporting mobile-friendly or tablet-based applications is preferred.
- Experience troubleshooting software issues, assisting users with system navigation, resolving account or access problems, and supporting data-driven workflows preferred.

WORKING CONDITIONS:

ENVIRONMENT:

- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

PROJECT-BASED POSITION:

The following position is designated as a short-term position pursuant to Education Code section 45103(b). The services to be performed are specific to the limited to After School Connect Project, which upon its completion, will not be extended or needed on a continuing basis.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:

Effective: 12/05/2025