California State University, Fresno Foundation

TECHNOLOGY AND INFORMATION SPECIALIST– CENTRAL CALIFORNIA TRAINING ACADEMY/
ADULT PROTECTIVE SERVICES TRAINING ACADEMY
JOB ANNOUNCEMENT #23-525

POSITION SUMMARY:	**Full-time, benefited position with the Central California Training Academy (CCTA) and Adult Protective Services Training Academy (APS) through the California State University, Fresno Foundation.** The Central California Training Academy (CCTA) and the Adult Protective Services Training Academy (APS) are programs of the California State University, Fresno Foundation under the auspices of the College of Health and Human Services, through the Department of Social Work Education, that provides classroom and virtual training, coaching and organizational support to adult services, child welfare staff and other IVE eligible agencies in 12 Central California Counties and 12 Bay Area Counties. The Technology and Information Specialist will provide support to both Academies.
ESSENTIAL JOB FUNCTIONS:	Under the general supervision of the Technology and Database Specialist, the incumbent will be responsible for the following operations. Typical duties include, but are not limited to: • Website management including the updating of content from internal and external data sources for the Social Welfare Evaluation and Research and Training Center websites. • Maintain and implement new features released from the Fresno State Web hosting content management platform. • Research and recommend new software, technologies, and practices to improve data collection and data sharing efficiency. • In conjunction with the SWERT Technology Team, design and develop Virtual Reality (VR) mini-training modules designed to introduce individuals to VR and the opportunities available through VR • Support the delivery of in-person VR training in the 24 counties. • Evaluate and assess compatibility of new programs and existing programs. • Improve existing systems by evaluating objectives and specifications, reviewing proposed changes, and making recommendations. • Provide Hardware and Software support for the delivery of Virtual Reality training modules. • Develop communication materials across various platforms, including the websites, flyers and newsletters to effectively support and engage end users. • Train and support Center staff on new technology and system updates • Develop comprehensive user and instructional media to assist California Child Welfare Training Learning Management System (CACWT) users. • Conduct training sessions as needed to educate end users on the latest technologies and functionalities of CACWTDevelop, test, debug and modify applications using various entry level programing languages or system tools, i.e., JavaScript, Google Apps Script, CSS, Zapier, HTML and Awesome Tables • Proficient use of Microsoft Windows, macOS, Microsoft Office, Google Docs/Drive, Qualtrics, Adobe Illustrator, Adobe Photoshop, Premiere Pro/Final Cut, Zoom and agency specific applications such as, Cybertrain, Genius SIS. • Provide data integrity oversight by reviewing and updating data inputs and providing regular reviews and audits in Learning Management Systems and Databases. This includes the development and maintenance of data collection tools. • Provide technical support for webinars, eLearning courses and cloud-based platforms. • Develop and maintain end-user application training and support, document work processes and operational standards and procedures. • Maintain and support the Airtable database. • Troubleshoot software and hardware related problems for users. Report, track and coordinate software issues with appropriate vendor if applicable. • Work collaboratively with members of the University IT and the SWERT Technology Team including subject matter experts, eLearning Developer and Curriculum Specialist • Ensure all technology is in compliance with California State University requirements.

	• Contribute to a work environment that encourages knowledge of, respect for, and development of skills to engage with those of other cultures or backgrounds. • Travel within the Central California and Bay Area regions required. • Other duties as assigned.
QUALIFICATIONS & EXPERIENCE:	*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.* • Bachelor's (B.S) degree in Computer Science, Information Systems or closely related field • A minimum of two (2) years of experience in a service provision field that requires tracking, teamwork and a strong customer service attitude • Experience managing websites and learning management systems • Strong level of oral and written communication skills • Background, knowledge and experience in information and learning technology including hardware, software and instructional technology • Background, knowledge and experience maintaining, operating and instructing others in the use of various technologies (i.e. laptops, LCD projectors, cell phones, hot spots used in conjunction with various Windows, Apple and Android products) • Demonstrate a high level of cross-cultural sensitivity **Other Skills And Abilities:** • Ability to work effectively in a cooperative team environment • Effective oral and written communication skills • Initiative and imagination • Ability to work independently with minimal direction • Skills and abilities to organize and accomplish work assignments • Knowledge/Experience of learning management systems and procedures • Knowledge/Experience supporting cloud-based systems • Ability to learn and document the use of new applications • Entry level programing skills • Ability to develop and maintain effective interpersonal relationships • Ability to interact with individuals with diverse backgrounds and levels of education • Good judgement, high degree of initiative, maturity and integrity
SALARY/BENEFITS:	**$5,500.00 - $5,916.66 per month. Salary will be commensurate with education and experience.** Benefits include health, dental, vision, life, and 401(k), vacation, sick leave, and holiday pay
FILING DEADLINE:	**Application review begins September 28, 2023. Open until filled.**
TO APPLY:	**Please visit the Auxiliary Human Resources page at https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html for job announcement and application. Applications may be mailed, emailed, faxed or delivered in person to:** California State University, Fresno Auxiliary Human Resources 2771 E. Shaw Ave. (there is no suite number) Fresno, CA 93710 Fax: (559) 278-0988 **E-mail completed application & resume to: HRAUX@LISTSERV.csufresno.edu**

RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION