

**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: EDUCATOR RESOURCE CENTER TECHNICAL SPECIALIST**

**BASIC FUNCTION:**

Under the direction of the Director III - Credentialing Programs, performs a variety of technical administrative and operational support functions for the Educator Resource Center ("ERC") and Credentialing Programs Department ("Department"); coordinates the day-to-day functions of the ERC; oversees the information systems of the ERC; conducts research services to support program candidates, faculty, district, and County Office support providers; supports the Departments' student registration system and learning management systems; coordinates promotional and outreach efforts to increase program exposure and enrollment; assists with special projects as needed. In conjunction with content coordinators, provides coordination and support of instructional material adoption processes.

**REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

**ESSENTIAL DUTIES:**

Supports the Department's student registration system ("CAESAR"), and learning management system ("CANVAS"), assuring courses and students are linked; sets up courses and portfolios in CANVAS; troubleshoots and resolves issues in systems; supports program staff and instructors by monitoring course syllabi, attendance, grade and assignment submission in CANVAS.

Coordinates and oversees orders for new equipment, media, and institutional subscriptions and memberships for the ERC and Department; assists with selecting materials and resources for the ERC's educational resource collection; engages vendors in dialogue to address the instructional materials needs of adult learners; manages the materials, assembly and equipment use by employees.

Coordinates promotional and outreach campaigns; effectively leverages internet and social media to promote the Department; designs and creates promotional and marketing materials such as flyers and brochures; attends events related to outreach efforts; provides input concerning the effectiveness of the Department's website.

Composes, edits, and proofreads correspondences, memorandums, bulletins, reports, and newsletter articles.

Oversees the information systems of the ERC; catalogs and processes incoming materials and resources; maintains inventory of all materials including textbook inventory.

Circulates and disseminates materials according to established procedures; prepares, verifies, and distributes annotated bibliographies and records on selected subjects related to education.

Assists the County Superintendent of Schools with the Silicon Valley Reads initiative and other events as requested.

Collaborates with others to assemble, arrange and display state adopted instructional materials and other educational materials and equipment.

Establishes records systems and manages data collection, input and maintenance; effectively uses data reporting systems.

Provides orientation and training to program candidates, faculty, County Office employees and district educators in the location and use of educational resources in the ERC, and operation of ERC systems and equipment plans.

Receives and analyzes education related reference and research requests; provides materials and information in a format designed to meet stakeholder program needs and engages in follow-up to determine usefulness of materials and information provided.

Performs a variety of administrative functions in support of the Department, which may include, but are not limited to, establishing payment schedules, preparing materials for meetings, presentations, trainings, and classes, confirming and scheduling meetings and appointments.

Effectively uses word processing, database, and spreadsheet software application programs and information and data management systems specific to credentialing programs; operates a variety of office equipment including a calculator, copier, scanner, printer, fax machine, computer and assigned software.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Media Center organization, terminology, concepts and processes including cataloging, acquisitions, reference procedures, media collections management, circulation and delivery systems and bibliographic resources.

Information systems including terminology, concepts, and applications as related to integrated systems and remote access.

Basic research techniques, methods, and procedures.

Methods of collecting, interpreting, and organizing data and information; data measurement instruments; data control procedures and data entry operations.

Credentialing policies, procedures and regulations.

Department or program organization, operations, policies and objectives.

Terminology, practices and procedures of assigned office.

Internet media, current social media tools, trends and techniques.

Marketing principles and practices.

Operation of a computer and assigned software, including a variety of data management software programs.

Modern office procedures, methods, and equipment including effective record-keeping and filing system practices, software applications, and personal computer operations.

Interpersonal skills using tact, patience and courtesy.

Proper English usage including spelling, punctuation, syntax, grammar, and sentence structure.

**ABILITY TO:**

Plan, coordinate and organize office activities; assure smooth and efficient office operations.

Learn organizational operations, policies and objectives.  
Order, catalog, and process educational and professional resources in traditional and atypical media formats.  
Read, analyze, interpret, and communicate narrative and statistical data.  
Communicate effectively orally and in writing using tact and diplomacy.  
Assist credentialing programs staff, faculty, candidates and district educators in the use of the ERC.  
Interpret reference requests and respond appropriately.  
Remain abreast of emerging technologies and trends in the field including physical and virtual adult learning spaces, and on-demand resources and services.  
Address issues with publishers, distributors and suppliers regarding shipping/receiving and discrepancies with purchased orders.  
Determine appropriate search strategies.  
Work collaboratively with others.  
Troubleshoot Department systems and equipment problems and/or interact with technical support to resolve issues.  
Create promotional materials such as flyers and brochures.  
Organize and maintain a variety of records, files, and materials.  
Supports clerical team with any classroom set up or technology needs.  
Work independently with minimal direction.  
Meet schedules and timelines.  
Work flexible hours due to evening and Saturday classes and events.  
Establish and maintain cooperative and effective working relationships with others.

**EDUCATION AND EXPERIENCE**

*Any combination equivalent to:* Associate's degree in information science, marketing, communications, education or a related field; and, two years of progressively responsible technical experience in a media or instructional resources center, or two years of progressively responsible clerical experience in an educational setting including experience with learning management and student registration systems.

**LICENSES AND OTHER REQUIREMENTS:**

A valid and appropriate California Driver License

**WORKING CONDITIONS:**

Duties are primarily performed in the Educator Resource Center.  
Constant interruptions.  
Incumbents are required to maintain a flexible work schedule to include evenings and weekends.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a desktop computer.  
Hearing and speaking to exchange information in person and on the telephone.  
Seeing to read a variety of materials.  
Sitting or standing for extended periods of time.  
Lifting, pushing, carrying, and pulling moderately heavy objects or book carts.  
Bending at the waist, kneeling, or crouching.  
Reaching overhead, above the shoulders and horizontally to reach materials.

Approved by Personnel Commission: August 8, 2018



---

Jonathan Muñoz  
Director – HR/Classified Personnel  
Services

Date: 08/08/2018