JOB DESCRIPTION

JOB TITLE

District Technology Coordinator

FTE/HOUR ALLOTMENT

16 - 40 hours per week .4 - 1.0 FTE

REPORTING STRUCTURE

Reports to: District Technology Manager

Supervises: None

MISSION ALIGNMENT

Our Mission: To grow environmentally literate, community-impacting learners of excellence.

Our Vision: CCS strives to be a school where students build meaningful connections with each other, the community, and the environment through exceptional and relevant learning experiences.

DEPARTMENT/PROGRAM

District-wide position supporting the In-Person PreK-8 school, the Online K-8 school, and the Online 9-12 school.

JOB SUMMARY/PURPOSE

The District Technology Coordinator provides hands-on Tier 1 technology support for students, staff, and families of the In-Person PreK-8 school, the Online K-8 school, and the Online 9-12 school. This position has no managerial or supervisory duties. All work is assigned by the District Technology Manager, following the Technology Support Tiers procedure.

STRATEGIC ALIGNMENT & EXPERIENCE IMPACT

This position supports our strategic directions and contributes to creating positive daily experiences by:

- **For Students**:
    - Keeping devices and classroom technology working so learning isn't interrupted
    - Helping students feel supported through patient, responsive technology help
- **For Staff & Community**:
    - Supporting school operations through quick, reliable Tier 1 support
    - Helping staff and families use district programs with confidence

ESSENTIAL DUTIES AND RESPONSIBILITIES

These are the Tier 1 duties of this position.

Help Desk

- Work help desk tickets assigned by the District Technology Manager
- Give first response on assigned tickets
- Log every issue and its resolution in the help desk system
- Ask the Technology Manager before starting any task that is not clearly Tier 1
- Report possible security concerns or policy violations to the Technology Manager right away

Devices and Equipment

- Image, set up, and deploy Chromebooks
- Manage device check-out, check-in, and inventory for the in-person school as well as shipping and returns for the K-8 Online and 9-12 Online schools
- Complete basic hardware repairs and swaps (screens, keyboards, chargers)
- Set up printers, projectors, and classroom devices
- Wi-Fi and connectivity troubleshooting
- Set up room and meeting AV when assigned, including board meetings
- Maintain device carts, charging stations, and storage

Accounts

- Reset passwords
- Create and disable staff user accounts.
- Clever and single sign-on troubleshooting for an individual user

Helping Users

- Walk staff, students, and families through how to use district programs, including Google Classroom, Clever, and the Infinite Campus portals
- Help set up technology for new staff when assigned
- Create how-to guides or lead trainings when assigned

Phishing Response

- When first to spot a phishing email: confirm it, pull the recipient list, remove the email from those inboxes, alert only those recipients, and lock and secure any account where credentials were entered
- Notify the Technology Manager immediately; the Technology Manager contacts any outside organization

CORE VALUES DEMONSTRATED IN THIS ROLE

This position demonstrates our core values through:

- **Respect**: Giving patient, culturally responsive support to users of every skill level
- **Excellence**: Doing Tier 1 work accurately and finishing what is assigned
- **Learning**: Building technology skills and staying current with district tools
- **Integrity**: Protecting user data and privacy and staying within the role
- **Community**: Building positive relationships through responsive support

REQUIRED QUALIFICATIONS

- **Education**:
    - Associate's degree in information technology, computer science, educational technology, or a related field, or an equivalent combination of education and experience
- **Experience**:
    - Minimum 3 years of experience in technical or customer support
- **Knowledge/Skills**:
    - Proficiency with Google Workspace
    - Experience with Chromebooks, Windows, and Mac devices
    - Basic understanding of Wi-Fi and device connectivity
    - Familiarity with educational software and learning platforms
- **Personal attributes**:

    - Commitment to environmental education and community impact
    - Excellent communication and relationship-building skills
    - Organized, patient and knowledgeable
- **Communication**
    - Clear verbal and written communication
    - Ability to explain technology in plain terms to students, staff, and families
    - Patience and strong customer service with frustrated users

PREFERRED QUALIFICATIONS

- Bachelor's degree in a related field
- Experience in a school setting
- Experience with Google Classroom, Clever, or Infinite Campus
- CompTIA A+ or similar certification

WORKING CONDITIONS

- On site at the Crosslake campus during the school day, remote as assigned by the District Technology Coordinator.
- Physical demands include lifting and moving equipment up to 35 pounds
- Regular interaction with students, staff, and families

DISCLAIMER

This position description accurately reflects the primary duties, responsibilities, and requirements of the role. It does not exclude other assigned duties not mentioned above. CCS is an equal opportunity employer committed to building an inclusive community of educators.

TERMS OF EMPLOYMENT

- **Agreement:** 12-month position (185 school calendar days + 45 Summer Days) pro-rated for 1.0 FTE
- **Schedule:** 8 hours per day; general business hours are 7:30 a.m. to 4:00 p.m.
- **Position Type:** Primarily on site at the Crosslake campus; hybrid as assigned by the District Technology Manager
- **Technology Requirements:** Must maintain and regularly update Google Calendar as the school uses Google Workspace
- **Meeting Requirements:** Must attend technology team meetings
- **Coverage Requirements:** Must tell the District Technology Manager about planned absences in advance
- **Salary Range:** $52,800 - $66,000 annually based on 1.0 FTE, per the CCS compensation plan.
- **Benefits:** Health insurance, retirement, and paid time off

- If interested, please send a resume and letter of interest to hiring@crosslakekids.org.

Board Approval Date: _____

environmentally MN literate learners