JOB DESCRIPTION

JOB TITLE

District Technology Manager

FTE/HOUR ALLOTMENT

40 hours per week 1.0 FTE

REPORTING STRUCTURE

Reports to: District Superintendent

Supervises: District Technology Coordinators

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 Manager leads technology services for Crosslake Community Schools and supervises the technology department. This position holds all managerial responsibility for technology: assigning work, setting priorities, managing systems and vendors, and protecting student and staff data. The Manager oversees technology for up to 700 students across three schools, and ensures cybersecurity and data privacy compliance.

STRATEGIC ALIGNMENT & EXPERIENCE IMPACT

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

- **For Students**:
    - Providing relevant, engaging learning opportunities through reliable educational technology and digital platforms
    - Supporting students to feel appreciated, understood, cared for, and included through accessible technology and dependable online learning platforms
- **For Staff & Community**:
    - Supporting the operations and systems of the district through efficient technology infrastructure and responsive support
    - Contributing to professional growth through technology training and thoughtful adoption of new tools

ESSENTIAL DUTIES AND RESPONSIBILITIES

Department Leadership and Supervision

- Supervise the District Technology Coordinators, including assigning work, giving feedback, and completing evaluations with the Principals
- Review every help desk ticket, tag it Tier 1, 2, or 3, and assign it, following the Technology Support Tiers procedure
- Assign Tier 2 and Tier 3 work to a Coordinator only in writing
- Track help desk trends across all three schools to find and solve larger problems early
- Set Coordinator permissions in Google Admin and other systems to match their assigned tier
- Serve as the only technology staff member who starts contact with vendors, MDE, and the authorizer
- Contact the LAKE Foundation only with the Facilities Manager or the Superintendent present

Strategic Technology Leadership

- Develop and carry out technology plans aligned with district goals and strategic directions

- Work with the Superintendent and principals to identify technology needs for each school
- Lead technology planning and budget development with the Superintendent and HR/Business Manager
- Review and recommend any new technology tool, including AI and notetaking tools, before district use
- Stay current with emerging educational technology

Infrastructure and Systems

- Manage all technology infrastructure, including hardware, cloud platforms, and network systems
- Oversee the network, servers, firewall, Wi-Fi, internet connectivity, and bandwidth
- Oversee Infinite Campus, Canvas, Buzz, Google Classroom, Clever, and Google Workspace
- Manage user accounts, permissions, and access controls across all district systems
- Approve all system-wide technology changes

Cybersecurity and Data Privacy

- Put in place and maintain cybersecurity measures that protect district data
- Lead the response to security incidents, including data breaches and supply chain attacks
- Notify the Superintendent the same day when student or staff data may have been exposed
- Ensure compliance with FERPA, HIPAA, and Minnesota data privacy requirements

Technical Support Operations

- Maintain the help desk system for tracking and resolving technology issues
- Oversee device inventory and replacement schedules for all three schools
- Create and approve technical procedures, troubleshooting guides, and user documentation
- Approve technology announcements to staff and families before they go out
- Work with the Student Data and Enrollment Coordinator on technology needs for data and reporting

Budget, Purchasing, and Vendors

- Develop and manage the technology budget, including procurement of technology and services
- Manage vendor relationships and contracts, with the Superintendent approving contracts, spending, and commitments
- Work with the HR/Business Manager on technology contracts and purchasing procedures

Policy and Compliance

- Develop and maintain technology policies that meet state requirements and best practices
- Develop policies for acceptable use, data privacy, cybersecurity, and AI use

Professional Development and Training

- Lead technology-related professional development for staff
- Train staff on new technology and best practices
- Work with principals on technology for curriculum and assessment

School Support

- Work with the principals of all three schools on each school's technology needs
- Work with the District Teaching and Learning Coordinator on assessment and curriculum platforms
- Work with the District Special Education Manager on assistive technology and accessibility

Environmental Education Technology

- Support technology tools that strengthen environmental education, outdoor learning documentation, and community impact projects

CORE VALUES DEMONSTRATED IN THIS ROLE

- **Respect:** Ensuring equitable technology access and culturally responsive digital tools for all students and families
- **Excellence:** Maintaining high standards of technology performance, security, and innovation
- **Learning:** Staying current with educational technology and modeling continuous growth
- **Integrity:** Protecting sensitive data responsibly and communicating clearly about technology policies
- **Community:** Building technology solutions that strengthen connections among students, families, staff, and community partners

REQUIRED QUALIFICATIONS

- **Education**:
    - Associate's or bachelor's degree in computer science, information technology, educational technology, or a related field, or an equivalent combination of education and experience
    - Minimum 5 years of experience in educational technology or IT management
    - Experience with network infrastructure, cybersecurity, and educational technology systems
    - Experience supervising staff and managing projects

- **Technical Skills**

    - Strong knowledge of network infrastructure, cybersecurity, and educational technology
    - Advanced proficiency with Google Workspace, group policies, security groups, and network administration
    - Experience with Windows, Mac, and ChromeOS
    - Proficiency with learning management systems and student information systems
    - Knowledge of FERPA, HIPAA, and educational data privacy requirements

- **Leadership and Communication**

    - Excellent written and verbal communication skills
    - Ability to give clear direction and feedback to staff
    - Ability to explain technical concepts to non-technical users

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- **Personal attributes**:
    - Commitment to environmental education and community impact
    - Excellent communication and relationship-building skills
    - Organized, patient and knowledgeable

PREFERRED QUALIFICATIONS

- Bachelor's or master's degree in educational technology or a related field
- Experience in charter schools or online learning environments
- Professional certifications (CompTIA A+, Network+, Google Certified Educator, or similar)
- Experience with Infinite Campus, Canvas, Buzz, Google Classroom, and Clever
- Familiarity with student safety monitoring tools (GoGuardian or similar)

WORKING CONDITIONS

- Hybrid position with regular on-site presence required at the Crosslake campus
- Standard business hours, with flexibility for system maintenance and upgrades
- Occasional evening and weekend work for critical updates or emergencies
- Regular coordination with the Superintendent, principals, and district-wide staff

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 + 360 summer hours)
- **Schedule:** 8 hours per day; general business hours are 7:30 a.m. to 4:00 p.m., with flexibility as needed for maintenance and support
- **Position Type:** Hybrid with regular on-site presence required
- **Technology Requirements:** Must maintain and regularly update Google Calendar
- **Meeting Requirements:** Must attend weekly District Cabinet meetings
- **Coverage Requirements:** During planned absences, must name how Tier 1 work continues and how urgent issues reach the Superintendent
- **Salary Range:** $57,600 - $72,000
- **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