



Crosslake Community School  
35808 County Road 66  
P.O. Box 1020  
Crosslake, Minnesota 56442  
218-692-5437

## Crosslake Community Schools Job Description

**Position:**

Online Technology Coordinator

**Location:**

Crosslake Community School Online Program (remote)

**FTE/ Hour Allotment:**

1.0 Full Time

**Immediate Supervisor:**

Director of Online Learning

**Position Summary:**

To ensure smooth operations of our online technology, including the distribution of school-owned technology (Chromebooks, Thinkpads, iPads, hotspots) and responding to tech support requests. Work in collaboration with seat-based Technology Coordinator to ensure district-level technology needs are addressed. This is a fully remote position that requires managing hardware equipment from the employee's home or place of work.

**Performance Responsibilities**

- Respond to help desk requests and learning management system support (Edgenuity, Canvas) in an effective and timely manner.
- Troubleshoot online technology issues.
- Assist students with password resets etc.
- Coordinate and manage the ordering, shipment, and tracking of online technology hardware.
- Provide basic repairs to technology equipment and coordinate with outside vendors for repairs when necessary.
- Develop processes and procedures to ensure that technology assets are protected and recovered from students when no longer needed.
- Set up new staff members with school email and other necessary accounts, Google Voice accounts, etc.
- Monitor student online computer usage, report concerns to the online director immediately.
- Provide recommendations to administration about technology hardware and software purchasing needs.
- Seek out and collaborate on and/or lead technology grant applications in partnership with the seat-based technology coordinator.
- Assist staff and students with various online and software issues.
- Maintain records of communication with students and families.
- Assist with testing efforts as part of a schoolwide effort.
- Update the CCS website with basic edits and updates as needed.

- Work closely with the seat-based technology coordinator as needed.
- Assist with other duties as assigned.

### **Requirements:**

- Bachelor's degree in a field appropriate to the position (Management Information Systems, Information Technology, Computer Science, Systems Management, Educational Technology or other equivalent disciplines) or equivalent demonstrable experience.
- Excellent troubleshooting skills and the ability to pinpoint issues and determine solutions.
- Strong understanding and experience working with Active Directory, group policies, security groups, and network logon scripting.
- Unlimited high-speed internet access at home to allow for effective remote work
- Demonstrated computer literacy in Word, Excel, PowerPoint, WordPress, and Google applications such as Google Drive, GoogleDocs, and the calendar function.
- Willingness and capability to manage the receipt and shipping of tech equipment (PO Box will be provided if needed)
- Experience and familiarity with online tech support.
- Excellent written and verbal communication skills.
- Ability to work well alone as well as with others.
- Must maintain confidentiality per FERPA.
- Demonstrated ability to provide responsible stewardship of the school community and its resources.
- Ability to multitask.
- Ability to manage and prioritize competing tasks.
- Organizational skills.

### **Desired Background**

- Familiarity with Imagine Learning/Edgenuity, Canvas, Google Classroom and/or other online learning management systems
- Experience with Chromebook, Thinkpad, iPad hardware and software
- Computer/tech repair experience
- Expertise with the various functionalities of Google (Google Meet, Google Voice, Google Classroom, Gmail, Gchat, etc.)
- Familiarity with GoGuardian and other safety monitoring tools

### **Frequency Chart:**

Required to:	Never 0% of time	Occasionally 1-33% of time	Frequently 34-66% of time	Continuously 66-100% of time
Stand		X		
Walk		X		
Sit				X
Use hands				X
Reach (hands/arms)		X		
Climb/Balance		X		
Kneel/Crouch/ Crawl		X		

Talk			X	
Hear			X	
Taste/Smell		X		

Required to Lift:	Never 0% of time	Occasionally 1-33% of time	Frequently 34-66% of time	Continuously 66-100% of time
Up to 10 lbs			X	
Up to 25 lbs		X		
Up to 50 lbs		X		
Up to 75 lbs	X			
Up to 100 lbs	X			
More than 100 lbs	X			

**Salary or Hourly Range:**

\$35,000-45,000 starting salary, depending on experience and qualifications

**Work Schedule and Agreement:**

- Contact Day: 186 School Calendar Days and 24 (8 hour) or 48 (4 hour) days in Summer
- Basic Duty Day: 8 Hours (includes paid lunch)
- Office Hours: 10:00 AM - 2:00 PM

*If interested, please send resume and letter of interest to [hiring@crosslakekids.org](mailto:hiring@crosslakekids.org)*

**Revised:**

10/3/2022