JOB DESCRIPTION

JOB TITLE

District Technology Coordinator

FTE/HOUR ALLOTMENT

1.0 FTE

REPORTING STRUCTURE

Reports to: District IT Manager

Supervises: N/A

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 both Online Learning Program and Seat-Based Program

JOB SUMMARY/PURPOSE

The District Technology Coordinator serves as the hands-on technology support specialist and educational technology integration expert for Crosslake Community Schools. This position works directly with teachers, students, and staff across both our seat-based PreK-8 and online K-12 programs to ensure effective technology integration, provide technical support, and facilitate innovative educational technology solutions that enhance learning outcomes and support our environmental education mission.

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 aligned with student interests through hands-on technology support and innovative digital tools

• Supporting students to feel appreciated, understood, cared for, and included through responsive technical assistance and accessible technology solutions

For Staff & Community:

• Contributing to professional growth and development through one-on-one technology coaching and educational technology training

• Supporting the overall operations and systems of the school through proactive technical support and user assistance

ESSENTIAL DUTIES AND RESPONSIBILITIES

Technical Support and Help Desk Operations

• Provide tier one technical support for hardware and software issues across both programs

• Respond to help desk tickets and resolve technical problems for students, staff, and families

• Troubleshoot device issues including Chromebooks, iPads, laptops, and classroom technology

• Coordinate with District IT Manager on complex technical issues requiring escalation

• Maintain accurate documentation of technical issues and resolutions

• Support remote troubleshooting for online learning families and staff

Educational Technology Integration

• Collaborate with Directors and teachers to integrate technology effectively into curriculum and instruction

• Work with District Assessment & Curriculum Coordinator to support technology needs for assessment platforms and curriculum delivery

• Provide technological support for educational software and learning management systems

 • Assist teachers in developing technology-enhanced lessons and projects

• Support environmental education technology initiatives and outdoor learning documentation tools

• Coordinate with Special Education Coordinator on assistive technology implementation and training

Device and Equipment Management

• Manage device inventory, distribution, and maintenance for both programs

• Coordinate device check-out/check-in processes for students and staff

• Perform routine maintenance, updates, and repairs on educational technology equipment

• Work with District IT Manager on device procurement and replacement planning

• Maintain charging stations, storage solutions, and mobile technology carts

 • Support District Technology Manager Student Data and Enrollment Coordinator with device assignment and tracking

User Training and Professional Development

• Provide one-on-one and small group technology training for staff

• Create and maintain user guides, tutorials, and training materials

• Collaborate with Directors to coordinate technology training during professional development days

• Support new employee technology orientation and onboarding

• Assist families with home technology setup for online learning

• Facilitate technology workshops for parents and community members

Learning Management System Support

• Co-administer and support Canvas, Google Classroom, and other educational platforms

• Coordinate with Directors on platform consistency and usage standards

• Support online assessment delivery and troubleshoot technical issues during testing

Communication and Collaboration

• Work collaboratively with Administrative Assistants on technology-related scheduling and communication

• Coordinate with District IT Manager on technology project implementation

• Participate in district technology planning meetings and initiatives

• Communicate technology updates and announcements to directors

• Collaborate with all district-level staff to understand technology needs and provide solutions

• Represent technology support at school events and parent meetings

Data Privacy and Security Support

• Assist District IT Manager with implementation of data privacy and security protocols

• Provide staff education on cybersecurity best practices and safe technology use

• Support FERPA compliance in technology use and data management

• Monitor and report potential security concerns or policy violations

• Assist with digital citizenship education for students and staff

Environmental Education Technology Support

• Support technology tools that enhance environmental education and outdoor learning experiences

• Assist with digital documentation of environmental projects and community impact initiatives

• Coordinate technology for virtual field trips and environmental connections

 • Support integration of environmental data collection tools and citizen science platforms

CORE VALUES DEMONSTRATED IN THIS ROLE

This position demonstrates our core values through:

Respect: Providing patient, culturally responsive technology support that meets diverse user needs and learning styles

Excellence: Maintaining high standards of technical support and educational technology integration

Learning: Continuously developing technology skills and staying current with educational technology trends and tools

Integrity: Protecting user data and privacy while providing transparent, helpful technical assistance

Community: Building positive relationships through responsive support and fostering technology skills that connect learners

REQUIRED QUALIFICATIONS

Education and Experience

• Associate's degree in Information Technology, Computer Science, Educational Technology, or related field

• Bachelor's degree preferred • Minimum 3 years of experience in technical support or educational technology

• Experience working in educational settings strongly preferred

• Demonstrated experience with troubleshooting and problem-solving

Technical Skills

• Proficiency with Google Workspace and Microsoft Office applications

• Experience with Chromebooks, iPads, Windows and Mac operating systems • Knowledge of learning management systems (Canvas, Google Classroom preferred)

• Basic understanding of networking, Wi-Fi troubleshooting, and device connectivity

• Familiarity with educational software and digital learning tools

• Experience with student information systems and educational databases

Communication and Interpersonal Skills

• Excellent verbal and written communication skills

• Ability to explain technical concepts to non-technical users in clear, understandable terms

• Strong customer service orientation and patience when working with frustrated users

• Collaborative working style with ability to support diverse stakeholders

• Experience training adults and students in technology use

Personal Attributes

• Commitment to environmental education and community impact

• Detail-oriented with strong organizational and time management skills

• Adaptability and flexibility in dynamic educational environment

• Proactive problem-solving approach

• Empathy and patience when working with technology users of varying skill levels

PREFERRED QUALIFICATIONS

• Bachelor's degree in Educational Technology or related field

• Experience in charter school or online learning environments • Professional development or certifications in educational technology

 • Experience with assistive technology and accessibility tools

• Bilingual capabilities (Spanish preferred) • Knowledge of FERPA and educational data privacy requirements

• Experience with environmental education or outdoor learning technologies

• Google Certified Educator or similar educational technology certifications

WORKING CONDITIONS

• Hybrid position with regular on-site presence required for hands-on technical support

• Standard business hours with occasional flexibility for urgent technical issues

• Physical demands include lifting and moving technology equipment up to 35 pounds

• Regular interaction with students, staff, and families in various technology skill levels

• Travel between programs and occasional off-site support for events or training

• Coordination with District IT Manager and all district-level staff on technology initiatives

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. Crosslake Community School is an equal opportunity employer committed to building an inclusive community of educators and staff.

TERMS OF EMPLOYMENT

Employment Agreement: 12-month position (185 school calendar days + 120 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 urgent support

Position Type: Hybrid with regular on-site presence required for technical support

Technology Requirements: Must maintain and regularly update Google Calendar as the school uses Google Workspace

Meeting Requirements: Must attend technology team meetings and coordinate with District IT Manager

Coverage Requirements: Must establish clear communication protocols with District IT Manager during any planned absences

Salary Range: $_____annually, depending on qualifications and experience

Benefits: Comprehensive benefits package including health insurance, retirement, and paid time off

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

Board Approved Date: _____