



# Job Description

<b>Position Title:</b> Educational Technology Specialist	<b>FTE/PTE:</b> FTE 1.0
<b>Reports To:</b> School Director	<b>HRS:</b> M-F, 7:30am - 4pm
<b>Primary Function:</b> Facilitate Tier 1 tech support needs for faculty and staff. Will also provide directed support for the System Administrator's projects.	<b>Comp Range:</b> \$18-\$25/hour

## Requirements

1. <b>Educational Level:</b> BS Preferred, along with some teaching and/or technology experience within a school setting.
2. <b>Certification/License Required:</b> N/A
3. <b>Experience:</b> Familiar with Apple computers, Chromebooks, and other school based technologies such as document cameras, projectors, and other classroom teaching aides.
4. <b>Physical Activities:</b> Must be able to lift and carry up to 50lbs, climb ladders, and stand for long periods of time.
5. <b>Knowledge, Skills &amp; Abilities:</b> Strong analytical, critical thinking and problem-solving skills, as well as good interpersonal communication and a commitment to continuous improvement with a quality of effort focus.

## Essential Duties

1. Provide assistance to staff with tech issues by identifying problems, researching answers, guiding staff through corrective steps, managing help desk ticket requests, supporting classroom tech needs, and presenting 'Tech Tuesday' training.
2. Improve PCK's technology knowledge base through training, documentation, job aide creation and one-on-one tutorials. Update own job knowledge by participating in tech educational opportunities.
3. Provides support for the PCK website; may also post items and modify format
4. Update user account information across various systems, reset passwords, etc.
5. Talk staff through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues remotely.
6. Consistently document issues encountered and resolutions within the helpdesk ticketing system.
7. Troubleshoot reported issues with classroom technology...tech equipment emergencies
8. Meet with School Director and other members of Tech Team. Collaborate with onsite Systems Administration to develop, document and streamline processes/procedures for identified inefficiencies
9. Assist with the tech-readiness preparation and ongoing trouble-shooting associated with state-mandated and other internal assessments.
10. Collaborate with staff to document and organize data, manage organization's tech equipment and establish/manage new employee onboarding SOPs.

It is the policy of the Parker Core Knowledge (PCK) to seek and employ the best-qualified personnel without regard to race, religion, color, creed, national origin, citizenship, age, sex, marital status, or disability. Furthermore, it is PCK's policy to ensure equal opportunity for the advancement of staff members and equal treatment in the areas of upgrading, training, promotion, transfer, layoff, and termination.