Educational Technology Support Specialist

NORTHWEST
ACADEMY

Position Title: Educational Technology Support Specialist
Department: Administration
Reports To: Systems and Technology Director
FTE: .60 – 1.0 Non-exempt

POSITION SUMMARY:

The Educational Technology Support Specialist is a member of the Systems and Technology Department and is responsible for assisting the Systems and Technology Director in managing the school's systems, networks, and technological structures and services. The Educational Technology Support Specialist assures that all networks, equipment, systems, servers, databases, websites, and other technologies and infrastructures function; are secure; integrate properly in service of the school's mission; support teaching and learning; and promote the administrative operations of the school. The Educational Technology Support Specialist is primarily responsible for training and assisting faculty with their use of school systems and technology.

ESSENTIAL RESPONSIBILITIES:

- Assist with the advancement, security, installation, configuration, and maintenance of school systems, databases, networks, and technology equipment, infrastructures, and services;
- Develop, and deliver training for faculty on school systems, databases, networks, and technology;
- Respond to student, faculty, and parent requests for assistance and troubleshooting on school systems, networks, and technology;
- Assist with vendor relationships related to school systems and technology; and
- Assist with the maintenance of the school's website and help to implement the school's style and branding standards across all community facing cloud services.

GENERAL RESPONSIBILITIES:

- Support the work of the Head of School and administrative/leadership team;
- Support the mission, values, program, and goals of Northwest Academy and its respective divisions and programs;
- Help to maintain school policies, regulations, and expectations;
- Develop and maintain professional, collaborative, and collegial relationships;
- Exhibit a growth mindset about best practices and work toward professional goals and development;
- Actively participate in the school culture and community; and

- Provide effective supervision of students to promote a safe and healthy environment and school experience.

QUALIFICATIONS:

- Minimum 2 years experience with Google Apps For Education (GAFE), specifically Gmail, Google drive, Google Classroom, Google Calendar;
- Exposure to cloud based electronic grade book applications and electronic grade book best practices;
- Exposure to School Information Systems (SIS) with a preference given to candidates with prior experience with PCR Educator AND/OR exposure to cloud based CMS systems;
- Minimum 2 years experience supporting teachers in using Macbook computers in the classroom;
- Minimum 2 years experience supporting teachers in using classroom audio visual systems including projectors, TVs, Apple TVs, DVD players and document cameras;
- Willingness to learn or knowledge of HTML, CSS, PHP, Wordpress, PCR Educator's CMS interface, and other cloud based services as needed;
- Experience handling tech support requests and demonstrated success working with diverse personnel with varying expertise using technology and related systems;
- Demonstrated success developing in-house training programs and delivering training to personnel with varying expertise using technology and related systems;
- Demonstrated success working with young adolescent and adolescent students;
- Excellent verbal, written, and digital communication skills; ability to effectively communicate and work as a team with administrators, faculty, staff, parents, and students;
- The ability to create an effective professional environment and interact effectively with people from different cultures and experiences; ability to lead and work with cross-cultural environments;
- An ability to learn from and build on varying cultural and community norms of staff, students, and families.

SUPERVISORY RESPONSIBILITIES:

None.

WORKING CONDITIONS:

This is a 12-month administrative position. Administrative staff members are expected to be on-campus and actively involved in the school community during school hours throughout the academic year and over school breaks summer as scheduled. There are some required commitments outside of regular school hours as needed, including evening and weekend commitments.

Northwest Academy staff recognize that participating in a professional community and contributing to the school's wellbeing is an important element of their relationship to our school. As a result, staff members are expected to take active roles in the school's professional and student culture in a variety of ways in addition to their essential responsibilities.

PHYSICAL DEMANDS:

Physical requirements are consistent with physical duties required of technology personnel generally, including the lifting and movement of equipment and technology. The school is spread out across five buildings covering multiple blocks in downtown Portland, so staff may have to move between buildings during five-minute passing periods or to attend meetings around campus. The school does not provide parking for all staff members, so metered street or lot parking might be required.

Northwest Academy is an equal opportunity employer and is committed to welcoming and celebrating a diverse student and faculty population. We believe every employee has the right to work in an environment free from all forms of unlawful discrimination. It is the policy of the school that employment decisions for all applicants and employees will be made without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, genetic information, marital status, veteran status, disability or other characteristics protected under local, state or federal law. No employee will be retaliated against for raising concerns under this policy. We seek each employee's contribution and assistance in helping us maintain equal employment opportunity.