Educational Technology Specialist
Exempt
Supervisory Responsibilities: None
Responsible Supervisor: Technology Coordinator

Position Summary

The Educational Technology Specialist (ETS) is responsible for implementing, supporting, and enhancing all information technology systems of Academy Prep (AP), including applications, mobile devices, laptops, desktops, projectors, interactive devices, databases, networks, and voice and data telecommunications systems and services.

The ETS works in concert with the Technology Coordinator & the faculty on campus to ensure that classroom technology enhances the overall educational program. This position will be responsible for all educational technology training for classroom personnel, database management and website support.

The ETS serves as the first line of IT support for teachers, students, and staff. While the primary focus is on desktop and application support, this person will also provide second level support for all critical systems, infrastructure, and applications.

Besides specific technical experience and skills, the preferred applicant will have the following characteristics:

- Exceptional interpersonal and customer service skills; good at listening, supporting, and instructing others in the use of technology
- Inquisitiveness, creativity, and good problem solving ability
- Willingness to try new things and continuously improve the IT environment
- Ability to work autonomously while providing status as needed
- Excellent communication skills, both oral and written

Specific Job Duties

- Advise on the technology planning process that will regularly evaluate existing technology, research new solutions and technologies, and recommend changes.
- Develop, implement, and maintain middle school STEM curriculum.
- Develop, implement, and maintain a comprehensive user training program for IT services.
- Manage systems and vendors that provide IT training and support.
- Create training presentation materials including videos & knowledgebase.
- Assist teachers with the use of RenWeb LMS.
- Assist in maintaining hardware, software, and network infrastructure as it relates to instructional technology.
- Serve as school contact for addressing education-related hardware and software issues.
- Manage Chromebooks, iPads, Smartboards and other educational technology including scheduling, maintenance, and procedures for use.
- Manage user identities and access rights/permissions.
- Consult with school administration and faculty to address ongoing needs from RenWeb student database system and provide staff with technical support.

- Maintain RenWeb, Google & Nextiva databases to ensure all AP data is accurate and up-to-date.
- Assist campus personnel responsible for any RenWeb SIS related activity.
- Assist teachers with Chromebooks in Google for Education.
- Assist teachers with iPad apps in the Mosyle MDM.
- Assist campus personnel with all Nextiva phone related activity.
- Use or create analytical tools within Excel spreadsheets.
- Use or create analytical tools within RenWeb.
- Keyboarding skills at the highest data entry level.
- Consult with school administration on the data analysis needs of each school.
- Assist campus personnel responsible for any website related information.
- Assist campus personnel responsible for admissions to maintain online inquiry forms.
- Maintain ParentsWeb and assist with student and parent access.
- Provide Level 1 and Level 2 support of all IT equipment, applications, and services.
- Engage Technology Coordinator for escalated support.
- Assist with any summer technology needs.

Prerequisites

- Organizational and project management skills.
- Working knowledge of developing or teaching STEM curriculum.
- Working knowledge of Windows 10, MAC OS, iOS and Microsoft Office.
- Working knowledge of Google Chrome, Google applications, and cloud computing concepts.
- Working knowledge of Google admin console.
- Working knowledge of interactive presentation devices.
- Working knowledge of training presentation products.
- Working knowledge of RenWeb LMS.
- Working knowledge of file & print services.
- Working knowledge of database structures, data entry, queries, reporting, troubleshooting.
- Working knowledge of HTML and WordPress coding.
- Understanding of DNS, TCP/IP and DHCP.
- Understanding of configuring firewalls, routers, switches & wireless access points.
- Understanding of LAN/WAN/VPN infrastructure concepts.
- Understanding of security administration including user creation and assigning rights.
- Familiarity with network troubleshooting and diagnostic procedures using tools such as sniffers, cable testers, and network management software.
- Ability to lift 50 pounds.