



DIGITAL CURRICULUM SUPPORT SPECIALIST

POSITION SUMMARY: The *Digital Curriculum Support Specialist* will work directly with the *Service Desk Coordinator*, Technology Department staff and instructional leaders to provide teacher, classroom and building support for digital curriculum and instructional technologies. This position directly supports the integration and embedding of digital curriculum and instruction and will include technical support of instructional technologies and student learning devices, ongoing *in-building* maintenance for these technologies, technical training for staff, support of community events, working as a liaison between the instructional staff and the Technology Services staff, and more. As a technology liaison, the *Digital Curriculum Support Specialist* will advocate for the technical needs, technical training and technical environment of instructional staff and students across the district, and will work to facilitate all necessary support from other Technology Services staff. This position also supports activities of the *Technology Department Service Desk*. This position reports to the *Director of Technology Services*.

MINIMUM QUALIFICATIONS

Education, Training, Experience, Licensure and Certification

- Associates degree in Information Technology or equivalent and periodic training to assure currency of technical skills
- Industry or district recognized technical and/or customer support certifications as may be deemed necessary by the Technology Department
- Valid Oregon Driver's License, reliable transportation and evidence of insurability
- Criminal Justice Fingerprint Clearance, Current First Aid Card

ESSENTIAL EXPERIENCES/QUALIFICATIONS

- Job related experience in computer installation, maintenance, network connectivity support, data management, data security and computer applications support.
- Two to five years of hands-on experience working in an end-user application support role with emphasis on digital curriculum or computer operations support environment.
- Experience in creating effective training and support documentation.
- Experience in creating and leading effective user support training.
- Knowledge and experience in troubleshooting network connectivity issues.
- Experience managing complex projects, effectively working with stakeholders and managing timelines.

KNOWLEDGE AND SKILLS

- Excellent organizational and time management skills
- Creative problem solving and effective troubleshooting skills
- Excellent customer service skills
- Communicates effectively orally and in writing
- Follows directions well, is dependable and self-directed
- Ability to read, assimilate and translate technical documentation in a clear, meaningful way for non-technical staff and students
- High level computer literacy, including advanced information processing skills
- Thorough knowledge of computer and mobile device operating systems
- Ability to work on multiple tasks concurrently

ESSENTIAL JOB FUNCTIONS

- Set up, program, and customize the curriculum programs, software/apps management systems and technology for teachers and student use
- Facilitate rostering and data management needs associated with digital curriculum tools and applications
- Test and recommend practices, processes and tools for ensuring the security and privacy of our staff and student data associated with curriculum
- Technology Integration - Support the deployment, integration and maintenance of digital curriculum and instructional (and other) technologies into schools
- Training and support of instructional technologies - work with staff, as needed, and provide training in the operation and use of systems, computers, and peripheral equipment to school personnel and students. Provide support and training, as needed, for community and parent events (such as *Technology Night for Parents*)
- Support and Service Requests - Coordinate, troubleshoot and resolve service and support requests of individuals and/or sites, for the purpose of ensuring availability and effective use of computer technology for instructional
- Network Support - Using standards and procedures set forth by the Technology Department, help support network connectivity for end users, including troubleshooting problematic physical connections
- Support Procurement - Following technology equipment standards set by the Technology Department, generate recommendations for new hardware and software acquisitions.
- Inventory Management - Assist in maintaining inventories of technology hardware and software in accordance with district and Technology Department policies and practices
- Assists other Technology Department personnel as needed
- Respects all information maintained on Gresham-Barlow School District data systems

PHYSICAL REQUIREMENTS

- Ability to:
 - sit, stand or walk for prolonged periods of time
 - talk and hear conversations in a potentially noisy environment
 - use precise control of fingers and hand movement, often in a repetitive motion such as keyboarding and ability to reach for and handle objects
 - use close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus
- Bending, stooping/crouching, kneeling and lifting and/or moving up to 65 pounds may also be required on occasion

WORKPLACE EXPECTATIONS

- Maintaining regular and punctual attendance. In case of an absence site and/or district protocol for reporting absences is followed.
- Maintaining appropriate confidentiality regarding information relating to staff, students and parents
- Dress in a professional and appropriate manner for the assignment and the work setting
- Exercise prudent judgment
- Work independently in the performance of routine duties
- Follow all District and school policies and work procedures
- Utilize the District's electronic systems and applications related to the position
- Participate in required meetings and trainings related to the position
- If employee is bilingual, interpretation, translating documents, and/or communicating orally in the second language may be required
- Cultivate and model a respectful working and learning environment

***Applications must be submitted to TalentEd Recruit and Hire by the closing date in order to be considered for the position. All employees hired by the District into a position not requiring licensure must be fingerprinted and have a criminal history check completed. The cost is \$71.50 and is the responsibility of the employee. This employment is considered probationary pending return of the criminal records check from the FBI and Oregon State Police through the Oregon Department of Education.**

Gresham-Barlow School District recognizes the diversity and worth of all individuals and groups. It is the policy of this district and the board of education that there will be no discrimination or harassment of individuals or groups in any education programs, activities or employment. Gresham-Barlow provides equal access to individuals with disabilities.

I hereby confirm my receipt and understanding of this job description and attest to my ability to perform the functions of the position as assigned. If I require accommodation(s) in order to fulfill any or all of these functions, I agree to provide information to the district HR Department regarding the requested accommodation(s).

Employee Name (Print)

Employee Signature

Date