

Rosemount-Apple Valley-Eagan School District 196  
Job Description

**Title: Educational Technology Support**

**Department: Instruction & Achievement**

**Reports to: Director of Instruction & Achievement**

**Classification: Special Staff 12**

**Exempt Status: Non-Exempt**

**Job Summary:** The Educational Technology Support position serves as a critical liaison between instructional staff, vendors, and technology operations, this position ensures that all digital learning tools, platforms, and data systems operate efficiently, securely, and in alignment with instructional goals. The role provides hands-on technical support, oversees data integrations, develops and delivers professional learning resources, and ensures that staff and students have consistent, reliable access to digital instructional tools that support equitable and effective learning experiences.

**Duties and Responsibilities**

- Support and maintain district-approved educational platforms, including setup, troubleshooting, and ongoing management.
- Create user-friendly help documents, video tutorials, and other training materials for staff and students.
- Process roster imports and exports for non-syncing platforms; partner with the Technology Department to schedule syncing start and pause dates.
- Provide timely on-demand technical assistance to staff via phone and email, ensuring minimal disruption to instruction.
- Obtain vendor quotes for textbooks, software, and technology purchases; assist in contract negotiation and renewal processes.
- Maintain and update the district's staff technology website to ensure accurate instructional materials and subject related platform guides are easily accessible.
- Process Magnet School application processes, including data validation and enrollment verification through systems such as Qualtrics, Infinite Campus and Magie.
- Coordinate technology rostering for summer programs (e.g., Camp Propel), ensuring all courses and staff have access to required digital resources.
- Serve as a district's System Administrator for Schoology and Frontline Observation platform, managing all platform configurations, integrations, and support
- Maintain a comprehensive list of district textbooks and related digital subscriptions, ensuring timely renewals and access continuity.
- Collaborate with IT, curriculum, and school staff to support instructional technology use districtwide.
- Perform other duties of a comparable level or type, as required

**Education and/or Experience**

- Associate's degree or any combination of applicable experience and education
- Bachelor's degree in Information Technology, Education, or a related field preferred
- 2-4 years working in a K-12 school district technology environment

**Knowledge, Skills & Abilities**

- Proficient working with a culturally, ethnically, racially and socioeconomically diverse school community

## Rosemount-Apple Valley-Eagan School District 196

### Job Description

- Ability to communicate effectively with diverse populations
- Ability to follow written and verbal instructions
- Ability to relate with others and present a positive interaction in a professional manner with public, peers, and administration in all communication
- Ability to exercise confidentiality in handling School District information
- Ability to work collaboratively with office and district staff
- Strong understanding of educational technology systems, rostering processes, and data integrations.
- Experience with Learning Management Systems and common instructional platforms.
- Ability to multitask and manage multiple projects with attention to detail and deadlines
- Strong problem-solving and customer service skills with a focus on user experience
- Experience creating digital training materials or leading staff professional development

#### **Physical Demands:**

- Position involves listening, speaking clearly and visual acuity
- Position involves extended periods of sitting while working with computers
- Position involves frequent fingering keys repetitive motions operation computers or other technology equipment
- Position involves occasional lifting up to 10 pounds of office supplies or mail

#### **Work Environment**

- Normal office conditions
- Position may travel between buildings as needed