

PUEBLO SCHOOL DISTRICT 60
CLASSIFIED JOB DESCRIPTION

It is essential that all employees of Pueblo School District 60 understand our mission is to provide a high-quality education that assures each student the knowledge, skills, and dispositions to lead a life of purpose and impact. Employees support the community and thrive in connecting with our students by embracing the core values of the district, which state:

- We believe that the success of every student is our most important commitment.
- We believe that collaboration and engagement with our community, parents, staff, and students are essential to our success.
- We believe that we must act with integrity, celebrate diversity, and promote equity.
- We believe that each individual must be treated with dignity and respect.
- We believe that the social and emotional well being of our students is as important as their academic needs.
- We believe that it is our responsibility to provide a safe, positive, and supportive environment for our students and staff
- We believe that our community heritage, traditions, and history should inform our response to future student and district needs.

As we embrace these values and consider their impact, we will achieve our vision of being a high performing school district that inspires community confidence. Each employee plays a part, and that contribution should bring us closer to helping each student achieve their dreams.

Job Title: Distance Learning Technician– Grant Funded
Prepared Date: 8/23/2021
Revised Date:
Work Year: 165 days
Department: Teaching and Learning Services
Reports To: K-8 Online School Principal
Salary Range: Schedule B Miscellaneous Salary Schedule
Benefits: Schedule B Benefits
Status: FLSA Status: Non-Exempt

SUMMARY OF FUNCTIONS:

This is a grant funded position with funding through ESSA Title IV grant funding. There is no guarantee of continued employment.

The Distance Learning Technician is an integral part of a comprehensive program of support of students to succeed in a digital learning environment. The Technician will be responsible for working with the K-8 Online School, families, students, and community partners to facilitate a successful distance learning experience for the students. The Technician will provide distance learning support to students and families. The Technician will serve as a liaison between the student and the schools as well as serve as a liaison between the student and service providers as needed to troubleshoot connectivity issues.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. The physical demands, work environment factors, and mental functions described below are representative of those that must be met by an employee to successfully perform the

essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

REQUIRED:

- High School diploma or equivalent
- Two (2) years experience in customer service/support
- Must be able to travel to multiple sites within the city
- Employee must complete a fingerprint-based criminal background check and must be cleared by the Office of Human Resources
- Must be able to communicate effectively in English, both orally and in writing, using proper grammar and vocabulary
- Must be willing to work a flexible schedule to meet the needs of students and families

PREFERRED:

- Previous experience with children
- Experience troubleshooting technology issues
- Familiarity with Google Classroom (from the student perspective)
- Exposure to Google Apps for Education
- Experience providing technical support
- Ability/willingness to learn new technologies as needed
- Bilingual in Spanish

SKILLS AND KNOWLEDGE:

- Some knowledge of basic computer hardware including laptops, desktops, mobile devices, and other related equipment
- Some experience with computer/device operating systems including Windows, Apple (MAC), ChromeOS, and mobile devices
- Excellent interpersonal skills, with a focus on rapport building, listening, and questioning skills
- Excellent customer service orientation
- Superior telephone skills/etiquette with a strong customer orientation toward staff, students, parents, outside agencies, and the community.
- Ability to establish and maintain a professional/effective working relationship with building staff, administrators, parents, students, city/county officials, and other community members
- Possess an excellent work attitude and the ability and willingness to take ownership/responsibility for project completion; demonstrated ability to provide initiative in reaching organizational goals
- Ability to maintain strict confidentiality in all aspects of assignments
- Ability to coordinate daily activities and schedule with little supervision
- Ability to be flexible and adaptable in a variety of situations
- Ability to remain calm under trying circumstances
- Ability to work with frequent interruptions
- Strong written and oral communication skills
- Ability to work with a diverse group of students and families and be sensitive to issues

- Highly self-motivated and directed
- Maintain a high level of confidentiality
- Ability to work under pressure with a multitude of on-going tasks and last-minute deadlines and changes despite frequent interruptions with minimal errors
- Ability to follow verbal and written instructions
- Ability to present ideas and information in user friendly language
- Ability to organize, prioritize, and problem solve
- Proficient in Digital Learning applications including Google Classroom and Pear Deck

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

The following statements of duties and responsibilities are intended to describe the general nature and level of work being performed by individuals assigned to this position. These statements are not intended to be an exhaustive list of all duties and responsibilities required of all personnel within this position. This organization believes that every individual makes a significant contribution to our success. That contribution should not be limited to assigned responsibilities. Therefore, this position description is designed to define primary duties, qualifications and job scope but should not limit the incumbent nor the organization to the work identified. It is our expectation that every employee will offer his/her services wherever and whenever necessary to ensure the success of the District's/department's goals. Actual duties, responsibilities, frequency, and percentages may vary depending upon building assignments and other factors.

- Understand the student experience in the Online learning platforms, including, but not limited to, progress reports, schedules, and transcripts
- Facilitate student's working with their teachers for academic learning and growth
- Actively participate in daily student support meetings to establish goals and objectives for daily student success
- Maintain professional involvement in the crisis response team as needed.
- Maintain a high level of communication (both verbally and in writing) with staff, students, and parents to deliver program information and address student needs when it comes to support services.
- Comply with Mandatory Reporting requirements and guidelines.
- Comply with confidentiality requirements and guidelines in the Family Educational Rights and Privacy Act (FERPA) and other federal, state, local laws/guidelines mandating privacy requirements.
- Communicate politely, appropriately, and professionally in person, over the phone, or electronically.
- Maintain relationships with community partnering agencies.
- Maintain up-to-date, accurate, effective and efficient record keeping procedures.
- Model professional and ethical standards when dealing with students, parents, staff, and community.
- Meet professional obligations through efficient work habits, such as: meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrating respect for others.
- Assist in student recruiting and retention.
- Develop processes to gather and analyze data for program evaluation and needs assessments for program planning and improvement.

- Monitor and correct student attendance data to identify and provide interventions to students who are not actively engaged in school, including, but not limited to, home visits and conference calls.
- Utilize the HelpDesk ticketing system to communicate needs with the IT department. Verify resolution of ticket, and communicate to student/family/staff.
- Facilitate student access to accommodations as needed.
- Input student data on a daily basis, compile and maintain data for the official pupil county and assist the State Audit, maintain class lists and attendance reports; compile and submit free and reduced lunch applications to Nutrition Services as required
- Provide support for students/families needing help with distance learning issues, including, but not limited to, connectivity issues, software navigation, system setup, etc.

NON-ESSENTIAL DUTIES:

- Perform any and all other duties as assigned by the Online School Principal

The physical demands, work environment factors, and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is required to stand; walk; sit; use hands and fingers to handle, or feel. The work requires the use of telephone and using fingers to operate computer or typewriter keyboards. The employee is continually hearing and speaking to exchange information. The employee is required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

In an 8.5-hour workday, this job requires:

- R – Rarely (Less than .5 hr per day)
- F – Frequently (2.5 – 5.5 hrs per day)
- NA – Not Applicable
- O – Occasionally (.5 – 2.5 hrs per day)
- C – Continually (5.5 – 8.5 hrs per day)

Physical Requirements	NA	R	O	F	C
Sitting				X	
Stationary Standing			X		
Walking (level surface)				X	
Walking (uneven surface)		X			
Crawling	X				
Crouching (bend at knees)			X		
Stooping (bend at waist)			X		
Twisting (knees/waist/neck)			X		
Turn/Pivot			X		
Climbing (stairs)		X			
Climbing (ladder)	X				
Reaching overhead			X		
Reaching extension			X		
Repetitive use arms			X		
Repetitive use wrists			X		

Repetitive use hands grasping			X		
Repetitive use hands squeezing			X		
Fine manipulation				X	
Using foot control			X		
*Pushing/Pulling Maximum weight: 50 lbs.			X		
Lifting/Carrying Maximum weight: 50 lbs.			X		

WORKING CONDITIONS:

Employee will work primarily in a school/office environment with both natural and fluorescent lighting; fast-paced work; constant interruptions; at times works in classrooms and hallways surrounded by students and staff of various ages and abilities; Daily work schedules will vary, depending on student and school needs. Position requires occasional local travel in the community. While performing the duties of this job, the employee is occasionally exposed to angry students/parents and neighborhoods considered to have high levels of violence potential.