

Cal Poly Humboldt Sponsored Programs Foundation
Job Announcement
This is not a state position

Job Title: Project Technology Specialist Position ITC - Foundation

Wage: \$31/hr. This is a Full Time, Non-Exempt, 12-month, benefit eligible position. Schedule is 40 hours per week. Continuation of this position is contingent upon satisfactory performance and project funding. This is not a state or federal position.

Project Name: Redwood Coast K-16 Educational Collaborative

Supervisor: Executive Director

Responsibilities and Requirements

Position Summary:

Under the direction of the Executive Director of the K-16 grant within the Cal Poly Humboldt Sponsored Programs Foundation, this position blends interpersonal and technical skills to support the technology needs of the Redwood Coast K-16 Educational Collaborative.

The Project Technology Specialist provides a high degree of customer service and professionalism in every interaction with a strong focus on Cal Poly Humboldt's commitment to Diversity, Equity, and Inclusion. This position should maintain an environment which focuses on student success, continuous improvement, excellent customer service, and a positive leadership style.

The Project Technology Specialist is a technically skilled, positive, team member whose detailed oriented and highly organized nature will ensure success for our students and others working on the grant through interdepartmental and interpersonal relationships, strong sense of integrity and social justice, and excellent verbal and written communication skills.

The Project Technology Specialist will implement the Virtual Dual Enrollment Hub and will work with districts in the region to support students and teachers with access and technical support to dual enrollment classes. The Project Technology Specialist will also provide technical support as needed for districts in accessing the Virtual Dual Enrollment Hub.

The Project Technology Specialist will receive specific direction and guidance from the K-16 Executive Director, work requests from faculty and staff assigned to work with the K-16 grant, and in response to phone calls and emails from K-16 students and Admin staff.

Essential job functions

40% Website Development and Maintenance

- Upload data to the Redwood Coast K-16 website (e.g. test scores, announcements, press releases, etc.)
- Maintain and enhance the website.
- Support the creation and maintenance of the Dual Enrollment Hub

40% Technical Support

- Manage technology requests for K-16 Wifi hotspots and Talent Search computers
- Provide computer, operating system, and application support for hotspots and computers

- Acquire parental permission to loan technology to their children and have it installed in their homes
- Ship technology to approved parties
- Manage and track student devices; insure that equipment is returned
- Assist with developing and implementing post activity Qualtrics surveys (on iPads)
- Support the 10 iPads that will be used by the grant for surveys and other functions
- Work in partnership with K-16 and Talent Search Admin Support
- Support additional broadband access for rural students (e.g. satellite)
- Implement the Virtual Dual Enrollment Hub and work with districts to support students and teachers with access and technical support to these dual enrollment classes.
- Collaborate with IT staff from the region's school districts to provide access to the Virtual Dual Enrollment Hub.

10% Training and Documentation

- Develop instructions, troubleshooting steps, and other documentation for the K-16 students
- Provide training as needed to high school students and K-16 grant staff
- Document common support items for a student-focused audience to use as support references or automated communication

5% Collaborate with Other K-16 Admin Staff

- Provide input and feedback in order to improve service, including collaborating with other ITS staff to create documentation for ITS services
- Collaborate in a courteous, flexible and open manner with other grant and Talent Search staff through team contact and mutual support, excellent communication and responsiveness

5% Other Duties as Assigned By K-16 Admin Staff

Minimum qualifications required to perform all essential functions:

A basic foundation of knowledge and skills in technical information systems. This foundation would normally be obtained through a bachelor's degree in computer science, information systems, educational technology, communications, or related fields, or similar certified coursework in applicable fields of study.

Foundational knowledge and skills for the Project Technology Specialist includes working knowledge of common software application packages, equipment platforms, operating systems, and training methods.

Equivalent to a Bachelor's degree AND at least one (1) year full time related professional experience is **preferred** for this ITS-Foundation position. Additional relevant experience can be substituted for equivalent education on a year for year basis.

Must be able to lift a minimum of 25 pounds from floor to waist.

Knowledge, special skills and abilities required

- Excellent interpersonal skills with a customer service orientation and ability to work with a positive attitude as a flexible, collaborative, and supportive team member, while excelling in a fast-paced service environment
- Strong written and verbal communication skills;
- Ability to explain technical details to others in non-technical language.
- Ability to correctly interpret written information and instructions.
- Demonstrated ability to perform assigned duties and follow established procedures.
- Ability to gracefully adjust to frequent change (e.g. work environment, technology).

- Highly organized and detail oriented with the ability to manage and organize multiple tasks.
- Ability to function cooperatively and productively as a member of a team.
- Working knowledge of modern operating systems and software applications.
- Experience with a ticketing system for request assignment, tracking, escalation and reporting
- Ability to establish and maintain cooperative working relationships with a diverse population of faculty, staff, students, and others.
- Ability to effectively prioritize and handle multiple responsibilities, and follow through on tasks

Preferred:

- Experience managing websites including uploading data and updating content
- Web development skills including experience with content management systems and HTML, Javascript, and CSS
- Experience with installing, configuring, and supporting mobile computing solutions on various platforms
- Working knowledge of applications such as EdReady, Canvas LMS, etc.
- Demonstrated ability to provide software and hardware support in educational environments.
- Working knowledge of mobile device configuration, support, and usage including instructional-contexts for tablets, phones, and laptop computers.

Application Instructions: To apply submit application materials to Angela Shull ald5@humboldt.edu

1. **Resume**
2. **Cover Letter**
3. **References**
4. ** [SPF Self-Identification Form for Job Applicants](#)

Review Date: March 18th, 2024

Cal Poly Humboldt Sponsored Programs Foundation is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other legally protected status. More information about Cal Poly Humboldt SPF's Equal Employment Opportunity hiring can be found [here](#).

SPF adheres to the policy of employment at will, which permits the employer or the employee to end the employment relationship at any time, for any reason, with or without cause or notice as permissible by law. No SPF representative other than the Executive Director may modify at-will status and/or provide any special arrangement concerning terms or conditions of employment in an individual case or generally and any such modification must be in a signed writing.

Maintaining eligibility to work in the United States is a condition of employment. Cal Poly Humboldt Sponsored Programs Foundation does not sponsor visas for staff, management, or temporary positions.

For assistance with the application process, please submit an Accommodation Request Form, which can be [found here](#) or contact ADA Coordinator at 707.826.3626 or confidential fax at 707.826.3625. For more information regarding accommodation, you may also visit the Cal Poly Humboldt Human Resources website at <https://hraps.humboldt.edu/reasonable-accommodation>. Individuals in need of a telecommunications relay service may contact the California Relay Service at 877.735.2929 TTY.