

Technology Support in Schools

What support exists to help teachers maximize the impact of technology on student learning?

Instructional Support

Instructional Facilitator, Technology

Provides job-embedded and just-in-time professional learning to help teachers use technology to innovate instructional practices.

Collaborates with teachers and staff to:

- Co-plan lessons
- Model effective use of technology
- Identify and select appropriate instructional strategies and tools
- Provide job-embedded coaching
- Model and promote digital citizenship skills for teachers and students
- Build basic technology skills

Collaborates with admin team to:

- Create a vision for technology integration for the school
- Design and implement an action plan to support teacher professional growth
- Ensure alignment with school and division initiatives
- Analyze data to identify needs of teachers and monitor progress on identified goals

Collaborates with Digital Experience Specialists to:

- Ensure the digital learning environment is aligned with instructional needs
- Brainstorm solutions to technical challenges that impact instruction
- Support changes to the digital learning environment



Technical Support

Digital Experience Specialist

Provides on-site preventative and just-in-time technical support to ensure the necessary access to technology for student learning. Creates and maintains relevant knowledge articles utilized by students and staff in schools.

Collaborates with students and staff to:

- Resolve technical issues
- Provide routine maintenance and upkeep of technology assets
- Ensure access to technology resources and manage technology assets

Collaborates with school admin team to:

- Identify and support day-to-day processes, planning and execution to support
- Identify and support technical needs for school events
- Inform school staff of upcoming changes to the digital learning environment
- Establish and manage student-led help desk

Collaborates with IFTs to:

- Identify technology challenges that are impacting instruction and brainstorm potential solutions
- Stay abreast of teacher and student needs
- Monitor trends in technology usage
- Find technical solutions to support instructional needs
- Support changes to the digital learning environment



Digital Experience Lead

Provides coaching and guidance for Digital Experience Specialists. Serves as a second-tier technology support. Creates detailed technical processes and documentation for the division and facilitates technology deployments and projects.

Collaborates with Digital Experience Coordinators to:

- Facilitate recurring check-ins to ensure technology solutions adopted in schools are operational and are being properly supported
- Provide subject matter expert advice related to Digital Experience projects and initiatives

Collaborates with Digital Experience Specialists to:

- Ensure a detailed understanding of the digital learning environment
- Communicate upcoming projects and changes to the digital learning environment
- Ensure technology processes and procedures are being successfully implemented and utilized in schools
- Build capacity and reinforce job related knowledge and skills
- Plan upcoming technology projects
- Assist with resolving backlogged incidents