Job Position: Innovation Support

Role Overview

The Innovation Support plays an essential technical and logistical role within the Innovation and Technology Department. This position ensures the operational readiness of the school's active learning spaces, labs, and mobile device fleets. The primary focus of this role is managing the technical lifecycle and inventory of educational assets (Chromebooks, iPads, STEM kits, and robotics components), supporting classroom teachers with immediate technical setups, maintaining detailed digital logs, and assisting with digital citizenship initiatives.

- Department: Innovation and Technology
- Reports to: Ed-Tech Office
- Collaborates with: Teachers, Administrators, IT Staff, Parents, Counselors, and Students
- Job Goal: To support and enhance teaching and learning through the effective technical integration of educational tools and digital resources, ensuring that instructional equipment, technology tools, and physical learning spaces are organized, audited, maintained, and fully operational for daily academic use across the school community.

Qualifications & Requirements

- Language Proficiency: English and Spanish.
- Education & Certifications:
    - Associate's or Bachelor's degree in Computer Science, Information Systems, Education, or a closely related technical field; or an equivalent portfolio of validated, hands-on experience in hardware management, asset tracking, or technical classroom support.
    - Professional certifications are highly advantageous (e.g., Google Certified Educator).
- Technical Expertise:
    - Strong working knowledge of Google Workspace for Education, ChromeOS, iOS configuration, and emerging AI tools and platforms.
    - Hands-on mechanical or technical proficiency
    - To audit, configure, and perform basic troubleshooting on hardware kits, 3D printers, and electronics.
- Experience: Previous experience working in an educational setting, managing equipment inventories, organizing hardware workflows, or presenting technical tools to small groups.
- Core Competencies: Meticulous attention to detail, clear communication, proactive problem-solving, presentation skills, and a strong commitment to professional growth and team collaboration.

Main Responsibilities & Performance

1. Learning Spaces Operational Readiness

- Technical Infrastructure Audits: Conduct routine, rigorous functionality audits of the Secondary STEM Lab, Innovation Lab, and classroom Chromebook and iPad carts to ensure zero instructional downtime.
- Active Learning Space Activation: Lead the technical configuration of active learning environments, ensuring interactive displays, peripheral equipment, and specialized room setups are classroom-ready before lessons begin.
- Testing & Examination Configuration: Provide logistics and hardware support for school-wide tests and standardized examinations that require secure device environments or dedicated technology setups.

2. Technical Asset Management & Logistics

- Meticulous Real-Time Inventory: Maintain an exact, real-time digital inventory database of all technology assets across the department, including Chromebooks, iPads, chargers, robotics parts, and audio-visual gear.
- Comprehensive Logistics Logging: Keep detailed digital logs of device deployments, check-outs, return dates, hardware maintenance histories, and structural loss or damage reports.
- Chromebook Fleet Upkeep: Actively support the school's Chromebook program by ensuring mobile carts are accounted for, physically secure, fully charged, and properly enrolled into the Google Admin ecosystem.

3. Hands-On STEM & Innovation Lab Support

- Kit & Software Facilitation: Assist classroom teachers with the physical distribution, deployment, and software synchronization of STEM and Robotics kits inside the classroom.
- Consumables Management: Actively track, organize, and report on inventory levels for STEM and Robotics consumables (e.g., 3D printing filaments, microcontrollers, mechanical spare parts, and lab materials) to anticipate reorder cycles.
- Direct Student Technical Guidance: Support students during hands-on lab sessions with real-time technical troubleshooting, guiding them to solve mechanical, assembly, or connection errors to build critical thinking and problem-solving skills.

4. Faculty Tech Assistance & Hub Engagement

- Skill Integration Support: Help teachers adopt new technical skills and confidently use digital tools or AI platforms in their lessons by referencing the ISTE standards and Google Workspace for Education.
- The ANS Innovation Hub: Assist teachers in navigating and maximizing the resources within the *ANS Innovation Hub* platform.
- Workshop Execution Support: Partner with the broader innovation team during professional development workshops, team meetings, and digital onboarding sessions by preparing resources and managing physical or virtual logistics.

- Continuous Technical Research: Stay informed about new technology trends and share updates with technology coaches, experts, and the IT department to ensure system configurations match school values.

5. Digital Citizenship Stewardship

- Stewardship Enforcement: Monitor student behavior in active learning labs, ensuring that devices and technical components are handled with care, safety, and digital integrity.

Key Performance Indicators (KPIs) for Evaluation

1. Studio & Cart Uptime: Maintaining a standard of 100% operational readiness for scheduled STEM/Innovation labs and mobile carts before class start times.
2. Inventory Precision: Achieving data accuracy between physical component counts and digital inventory records.
3. Logistics Documentation: Ensuring all check-outs, repairs, and component deployments are logged instantly with no untracked assets.