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**STUDENT
TECH TEAM**



Digital
Promise

STUDENT TECH LEADER

TIER 1 SUPPORT SPECIALIST

Here to solve your problems

Tier 1 Support Specialist

The Tier 1 Support Specialist acts as the first line of defense for troubleshooting with students and teachers in the building.

Example Tier 1 Support Specialist tasks:

- Assist students and staff with basic device setup, connectivity issues and accessing digital learning tools.
- Troubleshoot and resolve common problems with devices (e.g., login issues, frozen screens).
- Identify and report more complex technical issues to Tier 2 support.
- Set up and test projectors, interactive whiteboards, and audio systems.
- Assist with printing issues, including connecting to school printers.
- Log, track, and report common tech issues to identify recurring problems.



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DIGITAL HEALTH, SAFETY, AND WELLNESS LEADER

Here to solve your problems

Digital Health, Safety, and Wellness Leader

The Digital Health, Safety, and Wellness Leader acts as a campaign manager by co-designing the development, implementation, and evaluation of digital citizenship initiatives.

Example Digital Health, Safety, and Wellness Leader tasks:

- Collaborate with teachers and staff to create digital citizenship campaigns.
- Design posters, social media posts, and videos to promote safe and responsible technology use.
- Lead classroom or assembly presentations on topics like screen time balance and online safety.
- Gather student feedback on technology-related issues and present insights to school leadership.
- Assist in reviewing and updating school digital use policies.



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TECHNOLOGY TRAINER

Here to solve your problems

Technology Trainer

The Technology Trainer co-creates and facilitates professional development opportunities that support digital competency for your broader school community.

Example Technology Trainer tasks:

- Co-design and lead hands-on tech workshops for students, teachers, or parents on relevant digital tools.
- Create step-by-step tutorials or video guides for common tech tools and classroom applications.
- Keep up with emerging tech trends and suggest new tools for the school.
- Organize “Tech Tuesdays” or other themed events to introduce new tools.
- Gather feedback from students and staff on their tech training needs.
- Represent student voice in school-wide technology planning meetings.



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DEVICE CARE ADVOCATE

Here to solve your problems

Device Care Advocate

The Device Care Advocate takes the lead in school device care, promoting 21st-century skill-building within your broader community.

Example Device Care Advocate tasks:

- Create and share tips on proper device handling, charging, and storage.
- Regularly inspect school devices for damage and report issues to IT staff.
- Encourage proper device storage habits to minimize wear and tear.
- Host “Tech Check” days where students can inspect and clean their devices.
- Create quick guides on topics like cleaning screens, preventing overheating, and safe carrying methods.
- Work with school leadership to implement policies that encourage long-term device health.



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DEVICE REPAIR EXPERT

Here to solve your problems

Device Repair Expert

The Device Repair Expert will perform timely and cost-effective device repairs for their school.

Example Device Repair Expert tasks:

- Diagnose and troubleshoot common device issues, such as unresponsive screens, loose keys, or battery problems.
- Perform minor hardware repairs, like replacing missing keys, tightening loose screws, or cleaning internal components.
- Keep track of spare parts, tools, and repair kits.
- Assist in ordering necessary replacement parts.
- Organize and maintain a repair log to track common device issues.

NOTE: this role MUST complete hands-on training with a qualified professional and receive any school- or district-required designations before conducting a repair.



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LOANER DEVICE MANAGER

Here to solve your problems

Loaner Device Manager

The Loaner Device Manager will implement daily loaner device systems that support always-available device access.

Example Loaner Device Manager tasks:

- Maintain an organized system for checking loaner devices in and out.
- Ensure devices are returned on time and follow up on overdue returns.
- Charge and store loaner devices properly to ensure they are ready for use.
- Suggest improvements to make loaner device access more efficient.
- Help enforce school policies on device care and responsible use.
- Track device usage trends to help school staff plan for future needs.



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**[ADD ROLE
TITLE]**

Here to solve your problems

[Role Title]

[Add a short role description to briefly overview what this role entails]

Example [Role Title] tasks:

- Task 1
- Task 2
- Task 3