

Technology Project Coordinator

JOB SUMMARY:

The Technology Project Coordinator is responsible for ensuring that the multiple projects related to the successful roll-out of Higher Ground's mobile and web-based application are completed on time and with excellence, and align with Higher Ground's strategic plan. Projects may include application deployment, evaluation design implementation, user success management, and feature research and development, among others. The Technology Project Coordinator collaborates consistently with the Executive Team, Evaluation & Research Consultant, contracted developers, and legal team consistently to achieve department goals. They will also collaborate periodically with other departments for internal deployment and to support Higher Ground's patent pending data powered life coaching technology.

REPORTS TO:

This position reports to the Chief Technology Officer, or Chief Executive Officer in the absence of such a position.

OUTCOMES:

- Application is deployed internally in all existing sites, improving staff efficiency and reducing waste
- Application delivers net positive impact for youth and family outcome measures
- Application is monetized, contributing to a majority of Higher Ground's annual budget
- Application and any supplemental technologies represent a comprehensive reflection of Higher Ground methods, incorporating all features of the mapping technology

RESPONSIBILITIES:

- 1) Develop and support the implementation of timelines for the phase development, deployment, and testing of the application.
 - a) Define stakeholder groups and their respective roles, responsibilities, needs, and potential barriers throughout each phase.
 - b) Create and distribute stakeholder-facing timelines.
- 2) Oversee the contracted development team and legal team through all phases of the application's deployment, acting as the main point of contact.
 - a) Collaborate on sprint design and facilitate stand-ups with developers.
 - b) Complete market research to determine the viability of integration with existing platforms versus in-house development of features.
 - c) Review current cybersecurity practices, application management services, and infrastructure; and collaborate on plans for future needs in these areas.

- 3) Complete and support CTO in all administrative, legal, research, analysis, and operational needs for deployment, continued development, and improvement of Higher Ground's mobile and web-based application.
- 4) Oversee the implementation of the application's testing and evaluation design, including technical user and coach onboarding.
 - a) Meet consistently with Evaluation & Research Consultant to finalize testing and evaluation design, provide progress reports, and run analysis on the usability, efficacy, and effectiveness of the application
 - b) Coordinate and organize any duties related to beta testing of application in all iterations.
- 5) Collaborate with Executive Team Members and identified partners to assess historic and current data for the design and development of features, additional applications, and/or supplemental technologies.
 - a) Develop, refine, and assess youth profiles, algorithms, and strategies library following the Plan-Do-Study-Act continuous improvement cycle.
 - b) Facilitate focus groups across stakeholder groups - youth, coaches, schools, community organizations, board members, partners, etc.
 - c) Present options for feature integration within the application.
- 6) Support the development of the technology-based business model.
 - a) Complete market research around specific business and customer segment questions, as well as technical budget needs, to drive business model decisions.
 - b) Support with press releases and development of pitch decks from a technical perspective.
 - c) Support with identifying and procuring funding opportunities.
- 7) Support CTO on administrative duties as it relates to Higher Ground's existing patent pending technology, Data Powered Life coaching
 - a) Develop a base level understanding of Higher Ground's existing patent application and manual mapping methods.
 - b) Support current practices of the manual mapping methods to create easier transition to different technology application possibilities
 - c) Support with analysis of data, practices, and other key factors in manual mapping methods at the school sites that may impact design of the app and other future technologies.
 - d) Support with CTO's administrative needs in relation to the further development of the patent pending technology.
- 8) Other duties as deemed necessary to support the achievement of organizational strategic goals as assigned by CTO.

Salary: \$70,000 - \$75,000

Job Type: Full-time, benefits eligible