

# MASONIC VILLAGE

## POSITION DESCRIPTION

Position Title: Technology Coordinator FLSA Status:

Department: Retirement Living

Supervisor Title: Director of Retirement Living

**I. POSITION OBJECTIVE**

To develop and oversee a technology program that is designed to provide services that will enhance the lives of residents living at Masonic Village. Will work with a technology provider to maximize the benefits of a resident portal as well as smart home technology for residents. Will work with IT staff to establish and maintain the infrastructure needed to provide technology services to residents.

**II. ORGANIZATIONAL COMPETENCIES**

**Serving Others**

* Listens to their customers to identify and clarify their needs.
* Works with leadership and co-workers to develop workable solutions that best fit the needs/wants presented by the customer.
* Maintains a beneficial working relationships with all of our customers through continued communication.
* \*Customer is defined as resident, families, co-workers and vendors.

**Teamwork**

* Exhibits teamwork through the ability and willingness to work and communicate with the members of the organization in achieving Masonic Villages’ goals.
* Provides support and resources to assist in the success of the team and how it interacts with other teams within the organization.
* Provides timely, constructive, and respectful feedback to the team and team goal(s).
* Assists co-workers in the completion of tasks.

**Trust and Respect**

* Exhibits actions and behaviors that are respectful toward creating an environment where all individuals are treated with compassion, dignity, and honesty.
* Relationships are built on treating others as we want ourselves to be treated. Exhibits an understanding and acceptance of cultural differences.
* Respect for co-workers in timely attendance, active engagement at meetings and following through on the completion of job duties or assignments.

**Personal Accountability**

* Engaged in the success of the organization through commitment to Masonic Villages Mission, Vision, and Values. Personally adheres to the Personnel Policy Handbook and the Code of Conduct of the Masonic Villages.
* Assists co-workers and others in following the established employment guidelines and policies of the Masonic Village.

**Personal Responsibility**

* Takes ownership of his/her actions and words.
* Models behavior that results in thoughtful decision making, critical thinking, and problem solving.
* Successfully completes assigned tasks and job duties, and if needed, requests guidance/assistance for tasks and job duties from leadership and co-workers.
* Willingly assists co-workers as they learn new tasks and job duties and will assist with the completion of a job or task that requires more than one person for completion.
* Is punctual to begin work at the designated start time of each shift and leaves work at the designated end time of each shift.
* Understands that consistent work attendance is required and avoids excessive absenteeism. Will follow Masonic Villages and/or departmental guidelines for attendance.

**III. ESSENTIAL FUNCTIONS/PROFESSIONAL COMPETENCIES**

1. Works with technology provider to ensure applications are working correctly and assists residents with technology related issues.
2. Works with other departments to make sure they know how to input information into the resident portal.
3. Collaborates with PR as needed to obtain photos, videos, etc. that can be used on the resident portal.
4. Develops and oversees education process for residents to learn about available technology.
5. Works collaboratively with technology provider to set up and use services such as Direct Broadcasting and Digital Signage.
6. Works closely with the Communications Department and IT to promote the Communication Package to current and new residents.
7. Oversees the distribution, management and support of Alexa devices to Retirement Living residents.
8. Develops and leads a Technology Committee made up of residents of Retirement Living and employees from select MV departments.
9. Develops a list of outside IT support vendors to assist residents with personal devices.
10. Manages digital sign in screening devices.
11. Provides consultation and shares technology plans with other Masonic Village communities.

**IV. KNOWLEDGE / EXPERIENCE REQUIREMENTS**

1. Must have a Bachelor’s Degree. (Technology related preferred but not required)
2. Advanced computer skills and previous experience in facilitating and implementing technology solutions. (i.e. smart home technology)
3. Ability to create training materials
4. Strong communication and organizational skills

**VI. PHYSICAL JOB REQUIREMENTS**

**See Physical Job Requirements Checklist**

**VII. APPROVALS FOR POSITION DESCRIPTION**



Mark Eyer

Name (Please Print) Signature

Director of Retirement Living August 2, 2021

Title Date

*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.*