Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT
JOB CLASS SPECIFICATION

Certified: 7/27/2026

Digital Experience Specialist

Pay Scale: B
Level: 8
FLSA Status: Non-Exempt
Job Family: Information Technology
Primary Location: School-Based

Department Overview
The Department of Digital Innovation (DDI) contributes to the infusion of digital innovation into teaching and learning, as well as the operations of LCPS, by providing leadership and support in all areas of digital innovation planning and technology resource management. DDI is committed to building a transparent open organizational environment providing students, teachers, parents, administrators, and the community with highly functional technology that is easy to use, reliable, and cost-effective to support a consistently superior level of instruction and student achievement. The Department includes the following teams: Enterprise Solutions, Digital Experience, Enterprise Resource Planning, IT Security, Infrastructure & Engineering, and IT Project Management.

Job Overview
The Digital Experience Specialist maintains a complex technology environment and ensures all technology elements are operating effectively so that students, teachers, and staff can remain focused on student learning. This position provides exceptional client experiences, maximizes technology uptime, and serves as a technology advocate for their assigned school or administration building.

Roles and Responsibilities
The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Consults with staff to maintain all technology elements within the assigned location
- Collaborates with school or departmental staff for technology purchases and the effective allocation of technology resources
- Communicates with school-based staff regarding system changes and ongoing issues
- Serves as assigned owner of all incidents reported by staff and students and ensures resolution in a timely and effective manner
- Deploys, installs, troubleshoots, repairs, and maintains all technology equipment and peripherals within the assigned location
- Maintains accurate inventory of technology equipment assigned to assigned to buildings, students, and staff.
- Performs system administration work to include user account management and installation of district approved software
- Executes technology projects, monitors progress, and provides updates to school-based and departmental leadership
- Develops and maintains knowledge articles and related technical documentation for students and staff
- Facilitates access to technical and training resources, provides one-on-one support for district-standard technologies, and bridges technical capabilities with operational and instructional needs

Qualifications

Below are the minimum qualifications for this job. Equivalent combinations of education and experience are also acceptable.

Education

Associate's Degree

Experience

Licenses and Certifications

Knowledge, Skills and Abilities

- Demonstrates ability to take initiative and to handle new duties with limited direction; determines and set work priorities; maintains confidentiality; works independently; responds calmly and efficiently when under pressure and/or frequent interruptions; collaborates effectively with many different audiences
- Strong oral and written communication skills; strong interpersonal skills; Ability to determine and set work priorities, maintain confidentiality, work independently, and work effectively during periods of heavy workloads and tight deadlines

Physical Requirements

The following provides an overview of typical physical requirements and environmental hazards for this job:

	RARE	OCCASIONAL	FREQUENT	REGULAR
Lift or move 26-50 pounds				x
Lift or move more than 50 pounds		x		
Climb/Descend (ladders, scaffolding, ramps, poles, etc.)	x			
Balance	x			
Stoop				x
Kneel				x
Crouch/ Squat				x
Crawl			x	
Reach				x
Stand				x
Sit			x	
Walk				x
Push				x
Pull				x
Bend/turn/twist head or neck				x
Bend/turn/ twist waist				x
Manipulate (pick, pinch, etc. with fingers)				x
Grasp				x
Feel				x
Talk				x
Hear				x
See				x
Remain stationary			x	
Travel by foot				x

Travel by transport			x	
Repeat hand/arm, wrist/finger motion				x
Repeat leg/ foot/ toe/ ankle motion				x
Operate machines and/or power tools			x	
Operate motor vehicle			x	
Wear protective equipment		x		

	RARE	OCCASIONAL	FREQUENT	REGUALR
Confined/ small space		x		
Extreme heat		x		
Extreme cold		x		
Intense noise	x			
Electrical currents	x			
Moving mechanical parts		x		
Heights	x			
Fumes, odors, dust, gas	x			
Chemicals, bodily fluids, infectious diseases	x			
Challenging verbal interactions (offensive language, shouting, threats, etc)	x			

Equal Opportunity Employment

The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.

The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure

Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without an accommodation.

Remote Work Disclosure

The following guidelines apply to jobs and positions where employees have been identified as having the potential to work remotely. Remote work is defined as completing one's duties and responsibilities at a site other than one's assigned duty location. In order to be eligible for remote work privileges, an employee must have demonstrated consistent, positive performance and have the support and approval of their direct supervisor. In addition, these employees must have reliable high-speed internet and a designated workspace that allows them privacy while completing sensitive and confidential work. Employees who are non-exempt and are working remotely will work their regular scheduled hours and gain prior approval from their supervisor if they work more than 8 hours a day or more

than 40 hours in a workweek. Remote work privileges can be amended, changed, or revoked based upon the performance of the employee, as well as the needs of Loudoun County Public Schools.