KONICA MINOLTA

NAVIGATING THE IT SKILLS GAP IN K-12 EDUCATION

The pandemic was the ultimate stress test for education technology professionals. Seemingly overnight, learning shifted online, and the role of school technology departments became more mission-critical than ever.
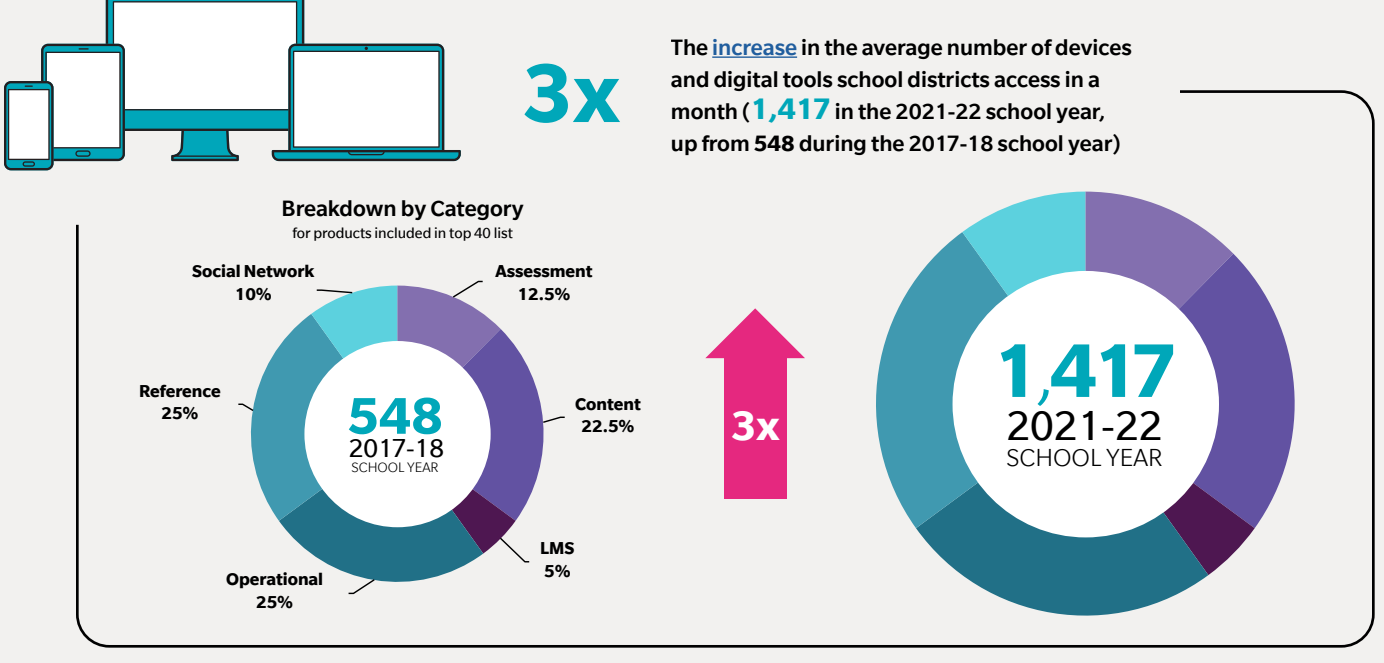
As tech use in classrooms continues to expand, so does the job description of school IT personnel. Today's school IT departments are doing more with less — less budget, less staff, and fewer skills.

The demand for bandwidth, devices, and digital learning resources will continue to grow, even if a school's IT headcount or skill set doesn't. How can schools keep up?

## PAIN POINTS

Influx of new devices

Billions of dollars in federal relief money flooded K-12 schools during the pandemic. With it, the student-to-device ratio plummeted, and the use of digital learning tools skyrocketed. Schools are now faced with the maintenance of these devices and a shortage of staff and skills to match.

The increase in the average number of devices and digital tools school districts access in a month (**1,417** in the 2021-22 school year, up from 548 during the 2017-18 school year)

3x

Breakdown by Category
for products included in top 40 list

Social Network 10%
Assessment 12.5%
Reference 25%
Content 22.5%
548 2017-18 SCHOOL YEAR
LMS 5%
Operational 25%

3x

1,417 2021-22 SCHOOL YEAR

Aging infrastructure

Digital infrastructure is critical infrastructure. Technology facilitates nearly every school task — communication, assessment, and, most importantly, teaching and learning. Infrastructure must meet today's needs but also evolve with inevitable advancements. With limited resources and expertise, districts continue to make do with aging infrastructure.
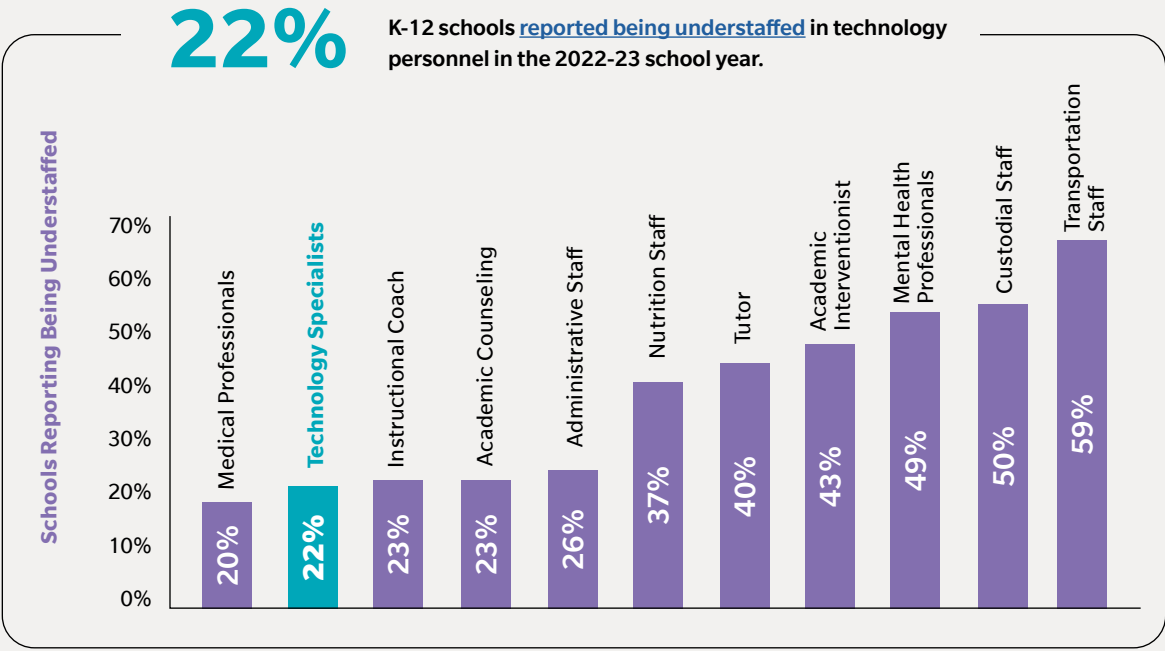
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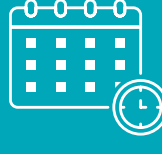
Years that EdTech leaders ranked budget constraints and lack of resources as their number one challenge.

Short-staffed IT departments

From managing networks and devices to training educators and monitoring cybersecurity risk, an education IT professional's workload is packed. Many don't have the staff to keep up. Faced with limited budgets, school districts can't compete with the salaries and benefits of technology companies, making it challenging to attract and retain highly skilled IT staff.

22% K-12 schools reported being understaffed in technology personnel in the 2022-23 school year.

Schools Reporting Being Understaffed

Medical Professionals	20%
Technology Specialists	22%
Instructional Coach	23%
Academic Counseling	23%
Administrative Staff	26%
Nutrition Staff	37%
Tutor	40%
Academic Interventionist	43%
Mental Health Professionals	49%
Custodial Staff	50%
Transportation Staff	59%

IMPACT

- **Impact on student learning**
  In today's classroom, limited access to technology means limited access to learning. Nearly two-thirds of teachers use technology in their classrooms daily. Internet outages and device repairs equate to lost learning. Even poor internet connection is linked to lower academic achievement. Student learning suffers without the staff, budget, and skills needed to facilitate technology-infused learning.

143

Average number of ed tech tools students used in the 2021–22 school year.

- **Impact on innovation**
  While a school's IT team might manage the day-to-day operations, they may not have the skills, let alone the time, needed to drive digital transformation initiatives. An underskilled IT department hinders a district's ability to innovate and fully realize the impact of technology on education.

Konica Minolta: Your partner in learning

Today's digital transformation of education requires IT staff and expertise to match. Leveraging a managed service provider can mitigate the challenges facing school IT teams. Whether upgrading infrastructure, troubleshooting classroom technology, or monitoring cybersecurity risk, Konica Minolta's IT Services acts as an extension of your IT team. Every technology investment should enhance the learning environment. Konica Minolta ensures you have the support needed to do so.

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