

Technical Training Instructor

Department: CRB Youth Education Program (YEP)

Reports To: Youth Program Manager

Time Commitment: Contract position/30 hours a week

Compensation: \$40 an hour, March 1st to June 30th.

Benefits: Medical, Dental, Vision, and Life Insurance. Paid Vacation and Sick Leave, monthly cell phone stipend, mileage stipend, professional development opportunities, opportunity to immerse in newcomer community culture.

Position Overview: Communities of Rooted are seeking an experienced technical training instructor to conduct basic and advanced computing courses for the Summit Program. This full-time position will be located out of our Kent office, 655 West Smith St. Applicants should have experience in community-based technology training, including basic computer skills; basic Internet use, safety, and security; and knowledgeable support for trainees in acquiring affordable computers and home Internet access. In addition, Internet Computing Core Certification (IC3) and/or Microsoft Certification are desired.

To perform this job successfully, an individual should have a working knowledge of MS Windows, especially Windows 7 & 10, Microsoft Office applications to include Word, Excel, Outlook, and PowerPoint, understand how to set up and use Gmail, and be comfortable browsing the internet. Most importantly, the applicant must be community and customer-service oriented and enjoy working with people of diverse backgrounds.

Brief Description: Reporting to the Youth Program Manager, the *Technical Training Instructor* will take the lead role in designing, developing, and deploying the Summit Program. This new initiative will focus attention on increasing digital skills of immigrant and refugee adults ages 18 and older, particularly those participating in CRB programs. The Technical Training Instructor will be responsible for recruiting new students, screening new and existing students for digital literacy skills, providing and/or coordinating instruction, and managing device and broadband Internet support for students who have been provided these tools to be able to successfully participate in the Summit Program.

Responsibilities:

Teaching and Program Delivery – 65%

- Deliver high-quality educational programs, activities and participate in special programmatic projects including but not limited to volunteer trainings and fundraising.
- Utilize a variety of educational methods which may include direct teaching, group experiences, media, electronic technology, internet, and distance learning to deliver program.
- Schedule, manage, and administer digital literacy assessments on-site.
- Coordinate technical support as needed.
- Create and build positive and supportive relationships with new and existing students and collaborate with community partners.

Administration/Operations – 25%

- Provide accurate recordkeeping and data to other staff members to meet reporting requirements from funders and other stakeholders.
- Communicate effectively with other staff members and participate in staff team meetings.
- Train, and coordinate volunteers to provide additional assistance to users as needed.

Professional Improvement – 10%

- Assist in developing and implementing tools to recruit and retain students.
- Study and learn new software tools to be implemented in future classes.
- Identify grants and additional sources of funds to support ongoing operation programs.

Education:

- BA/BS in Education, Instructional Design, Information Sciences, Social Work, Public Health, or related field. *Associate Degree with 2 yrs. transferrable program/functional experience may substitute.*
- Considerable experience (2-5 years) teaching digital literacy classes and/or teaching low-income adult populations required.
- 2+ years' experience working with racially, economically, and gender-diverse populations as well as low-literacy populations required.
- Ability to proficiently communicate in Dari/Farsi, Oromo, Spanish, or Ukrainian preferred.
- Internet Computing Core Certification (IC3) or Microsoft certification preferred.

Knowledge:

- Instructional design principles
- Curriculum development best practices
- Course module production and development
- Project/process management
- Resources (budget) management

Skills:

- Familiar with basic office equipment including copier/scanner
- Comfortable troubleshooting minor computer and printer issues
- Excellent communication and interpersonal skills and will be energized working in a collaborative environment.
- Friendly, helpful, flexible, and passionate about serving adult learners.
- High attention to detail and innovate problem-solving skills.

Must have some evening and weekend availability.

Must have reliable transportation.

To apply for this position, send your resume and cover letter to mutendek@rootedbrilliance.org. Applicants will be required to pass a background check