

<b>Job Title</b>	Coordinator of Tech Support Programs
<b>PVN ID</b>	JJ-2107-004123
<b>Category</b>	Instruction and Social Service
<b>Location</b>	JOHN JAY COLLEGE OF CRIMINAL JUSTICE
<b>Department</b>	Institute for Justice and Opportunity
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$48,000.00 - \$52,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Sep 28, 2021 (Or Until Filled)

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## General Description

The Coordinator of Tech Support Programs will develop and deliver basic tech classes to students. In addition, s/he will develop a model for assessing students' digital literacy level and provide options for students to attain the skills they seek and need, including one-on-one tech coaching, supporting students in accessing self-directed training resources and referring students to more intensive digital literacy programs across the city.

In addition, the Coordinator will cultivate robust working relationships with technology partners including Grow with Google and others, to expand our capacity and the offerings we provide. This position will require program planning and execution, including developing new systems for referral, service provision and tracking outcomes. This position will also require effective collaboration with stakeholders both inside and outside of the organization.

### **Duties and Job Responsibilities:**

- Develop a system for conducting basic tech literacy assessments for students entering our programs. This will include conducting assessments and training other staff to conduct assessments (using NorthStar software):
- Help staff learn the NorthStar Digital Literacy Research tech assessment programs
- Work with staff to identify appropriate assessments for each program.
- Collaborate with staff to implement system for making use of this assessment across programs.
- When digital literacy supports are indicated, develop a plan of support to help student upskill. Plan of support could include referring to an external digital literacy program, working with the student through one-on-one coaching, helping the student to access online teaching resources (such as the online training modules offered by NorthStar) or referral to in-house program (such as grow with Google or Tech 101 classes).
- Set up system to provide one-on-one tech coaching for students (both in-person and online)
- Establish referral protocols.
- Deliver one-on-one coaching.

- Assist and support students in accessing and navigating online self-directed training opportunities.
- Develop a system for tracking service outcomes.
- Cultivate Partnership with Grow with Google and other potential partners to expand our capacity and the tech support offerings we provide.
- Co-facilitate tech trainings with Google partners
- Participate in training offered by Google and other partners as appropriate
- Develop Digital Literacy Referral Network
- Identify quality community-based digital literacy programs.
- Develop referral relationships and protocols.
- Create resource guide and share with staff across programs.
- Oversee the development and facilitation of Tech 101 Classes or Workshops.
  - Work with Career Pathways Director to develop tech workshops for students being served across the agency.
  - Recruit students for classes.
  - Develop system for distributing and retrieving lender hardware.
  - Teach and manage classes.

## Other Duties

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- Participate in professional development training and agency-wide committees as needed.
- Complete prompt data entry into database and prepare regular reports about services provided.
- The Coordinator may oversee interns or coordinate alumni guests as speakers and/or trainers.

## Qualifications

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- Knowledge of Microsoft Office and Google Suite required. Knowledge of Microsoft Teams a plus.
- Knowledge of NorthStar or other proprietary software preferred.
- Experience teaching and supporting adult learners.
- Experience hosting Zoom meetings and webinars.
- Excellent written and verbal communication skills
- Solution oriented with a keen ability to fully manage the problem-solving process, including gathering and sorting information, identifying potential solutions, and presenting thoughtful and well-articulated solutions.
- Ability to prioritize work accurately and independently.
- A track record of skillful program development, implementation, and management.
- High level of diplomacy and professionalism as evidenced by demonstrated experience building and maintaining strong working relationships among diverse stakeholders.

- Knowledge of criminal justice issues a plus.
- Familiarity with various social media platforms a plus.
- Experience with Salesforce a plus.
- Commitment to delivering trauma-informed services.
- Commitment to anti-racism work and social justice.
- Prior supervisory experience a plus.

### **About The Institute:**

The John Jay College Institute for Justice and Opportunity opens doors and eliminates barriers to success for people who have been involved in the criminal legal system. The Institute is one of twelve research entities that collectively comprise the Research Consortium of the John Jay College of Criminal Justice. The Institute has a diverse portfolio of projects that focus on identifying what it takes for people to live successfully in the community after justice involvement and on increasing the effectiveness of the professionals and systems working with them. Recognizing the transformational power of education, the Institute focuses much of its work on increasing access to higher education for people with criminal histories. The Institute's comprehensive and strategic approach includes direct service, research, technical assistance, and policy advocacy. To learn more please visit our website: <https://justiceandopportunity.org/>

At the Institute, we are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, genetic information (including characteristics and testing), military and veteran status, and any other characteristic protected by applicable law. The Institute believes that diversity and inclusion among our teammates is critical to our success, and we seek to recruit, develop and retain the most talented people from a diverse candidate pool.