

Job Title	Tech Digital Literacy Program Associate
PVN ID	JJ-2207-004943
Category	Instruction and Social Service
Location	JOHN JAY COLLEGE OF CRIMINAL JUSTICE
Department	Institute for Justice and Opportunity
Status	Full Time
Annual Salary	\$40,000.00 - \$45,000.00
Hour(s) a Week	35
Closing Date	Sep 12, 2022 (Or Until Filled)

General Description

The John Jay College Institute for Justice and Opportunity (the Institute) seeks a full-time **Tech/Digital Literacy Associate** responsible for providing programmatic support to **the Coordinator of Tech Support Services**. The Tech Support Programs will work on one-on-one technical assistance, lesson planning, presentations, and the day-to-day logistics for events and classes.

ABOUT THE INSTITUTE:

John Jay College Institute for Justice and Opportunity (The Institute) opens doors and eliminates barriers to success for people who have been involved in the criminal legal system as a champion of institutional, structural, and personal transformation. 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, and technical assistance. To learn more please visit our website: <https://justiceandopportunity.org/>

Other Duties

Duties and Job Responsibilities:

- Facilitate Tech trainings/workshops with Coordinator
- Create and maintain sign in sheets and attendance of students
- Purchasing and reconciling orders when needed
- Enter needed data in salesforce, excel, and other CRM systems

- Contact students and administer digital literacy assessments
- Provide one-on-one coaching to students both in person and virtual
- Collaborate with Institute staff members on students progress
- Participate in lesson planning and workshop creation with Coordinator
- All other duties as assigned by the Coordinator of Tech Support Programs

Other Duties:

- Assist with the distribution of Tech equipment
- Attend Saturday or evening workshops
- Research additional Tech/ Digital Literacy opportunities throughout the City

Qualifications

- Completed or pursuing an Associate degree in IT, Computer Programming or other related field
- Two years experience providing Tech related courses
- Ability to prioritize work accurately and independently
- High level of diplomacy and professionalism as evidenced by a demonstrated commitment to building and maintaining strong working relationships among students, staff and partners
- Experience in customer service
- Commitment to delivering trauma-informed services
- Demonstrated commitment to social justice;
- Knowledge of criminal justice issues a plus;
- Excellent computer skills (Excel, Word, Outlook, PowerPoint, TEAMS) Zoom, Windows
- Familiarity with various social media platforms (e.g., LinkedIn, YouTube, GFC, etc.)
- Create spreadsheets and presentations, combining various data from existing files
- Experience with Salesforce a plus
- Focused and goal oriented
- Can work in a fast-paced environment
- Must be able to work a flexible schedule, including weekends and evenings
- Must be able to communicate effectively and have excellent organizational skills
- Occasional travel to partner sites to conduct trainings may be required

Please submit a resume.

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.

