



## Computer Lab Assistant and Learning Facilitator

**Department:** Center for Digital Inclusion and Technology

**Classification:** Part-time

**Reports to:** Manager, Digital Inclusion

### JOB DESCRIPTION

#### **Summary:**

Computer Lab Assistant / Classroom Assistant will monitor PEC computer lab known as KEYSLOT and provide basic support to computer users on learning computer skills and accessing educational resources, job-related searches, health information, benefit assistance, and other specific types of Internet searching. The position also entails supporting CDIT students enrolled or enrolling in classes, assisting and instructing our users and students remotely and in person, and maintaining contact with current and potential students with class reminders and other pertinent information. This is a part-time 20 hours/week position.

#### **Essential Duties and Responsibilities**

S/he will collect usage data and prepare reports on a quarterly basis. In addition, s/he will be providing Tier-1 technical support services and reports directly to Manager of Digital Inclusion. Furthermore, Computer Lab Assistant will be familiar with:

- Basics of running a Public Computing Center (signing people in, tracking users, etc.).
- Basic computer training including email, web browsing, Microsoft Office, Google Office, document creation and formatting, file structure, cloud document retention, searches, online privacy.
- Data collection and reporting.
- Maintaining contact with current and potential students with class information, reminders, and connection assistance.
- Basic troubleshooting and how to access technical support when needed.
- How to answer frequently asked questions at a Public Computing Center.
- Helping to direct users to low-cost, high-speed internet service for the home as needed.

#### **Competencies**

Strong interpersonal skills, including the ability to interact and communicate with a diverse group of people, including community members and technical staff

- Experience working with computers
- Familiar with MS Office. Google Office
- Able to troubleshoot basic computer problems



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- Working knowledge of the Internet
- Proven record of working successfully in teams
- Solid organizational abilities
- Creative problem solver
- Experience in working in economically and ethnically diverse urban communities
- Valid driver license with a clean record

## **Required Education and Experience**

A high school diploma or GED is required.

## **Preferred Education and Experience**

Bachelor's degree in education, computer science, social services, or similar is preferred.

## **Additional Eligibility Qualifications**

- Able to work with a diverse group of population at various reading levels
- Experience working with English Second Language learners is preferred.

## **Work Environment**

CDIT Computer Lab, special events in the community. This job operates in an office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, and hear. The employee is occasionally required to walk, use hands and fingers to feel, handle, or operate objects or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds.

## **Other Duties:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

*PEC is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, and veteran or disability status.*

Please send resumes to [nkuruna@pec-cares.org](mailto:nkuruna@pec-cares.org).