



PEOPLE'S EMERGENCY CENTER

Nurturing Families, Strengthening Neighborhoods, Driving Change.

PEC Computer Lab Assistant and Remote Computer Trainer

Department: Center for Digital Inclusion and Technology

Classification: Part-time

Reports to: Manager, Digital Inclusion

JOB DESCRIPTION

Summary:

PEC Computer Lab Assistant and Remote Computer Trainer will connect with CDIT students online and deliver instruction as directed by the Manager of Digital Inclusion and the Computer Instructor, including providing basic support to computer users on accessing educational resources, job-related searches, health information, benefit assistance, and other specific types of Internet searching. At such times when it is open to the public, Computer Lab Assistant and Remote Computer Trainer will monitor PEC computer lab known as KEYSPOOT and provide the same services to computer users in person. 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:

1. Basics of running a Public Computing Center (signing people up, tracking users, etc.)
2. Basic computer training including email, web browsing, Microsoft Office, Google Office, document creation and formatting, file structure, cloud document retention, search, online privacy
3. Zoom, Skype and other forms of remote video conferencing.
4. Data collection and reporting.
5. Basic troubleshooting and how to access technical support when needed.
6. How to answer frequently asked questions at a Public Computing Center.

Competency Categories:

- Strong interpersonal skills, including the ability to interact and communicate with a diverse group of people, including community members and technical staff
- Proven record of working successfully in teams
- Solid organizational abilities
- Creative problem solver
- Experience in working in economically and ethnically diverse urban communities
- Experience working with computers
- Familiar with MSOffice. Google Office
- Able to troubleshoot basic computer problems
- Working knowledge of the Internet
- Experience working with diverse group of people

- Valid driver license with a clean record

Required Education and Experience:

A high school diploma or GED is required

Preferred Education and Experience:

Bachelor degree in social services or similar is preferred.

Additional Eligibility Qualifications:

- Able to work with a diverse group of population at various reading levels

Work Environment:

CDIT Keyspot Lab and on occasion at special events in the community.

Physical Demands:

Able to move or lift computer peripherals such as monitor, cpu, and printers.

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, veteran, or disability status.

Please send resumes to resumecdc@pec-cares.org