

Job Description: Technology Training & Employment Manager

OVERVIEW

The Technology Training and Employment Manager will be responsible for the daily operation and performance outcomes of TechWorks. TechWORKS will provide certified information technology training and employment assistance for low-income, unemployed or under-employed individuals.

The Technology Training & Employment Manager position has three (3) primary functions: 1.) to oversee and the daily operations of the TechWORKS training program and all related employment and supportive services, 2.) provide case management services and maintain accurate participant files 3.) Provide technical training instruction and one-to-one assistance. This position is supported by other SDDF staff performing recruitment, enrollment, case management, training and employment functions.

EXPERIENCE AND SKILLS

Training, Education and Work Experience

- Seven+ years experience working with computer hardware, operating systems and software.
- Experience in troubleshooting PC Hardware and Software
- Advanced skills and knowledge of the Microsoft Office 2003 suite
- Three to five years experience facilitating technical training and instruction on subjects including networking, pc hardware and Microsoft Office software.
- Experience in curriculum development
- College degree in related field preferred
- Experience with SkillSoft a plus.
- Experience in working with government-funded programs a plus
- Certification in one or more of the following is a plus: A+, N+, MOS, MCDST, MCP and MCSA

Organizational

- Excellent communication, organization, and time-management skills
- Excellent people and interpersonal skills
- Ability to independently solve problems and resolve issues
- Ability to multi-task or work on several projects at once
- Experience in employment-based case management is plus
- Spanish-speaking a plus

RESPONSIBILITIES

IT Instruction and Training

The TechWORKS Coordinator will provide schedule classroom instruction corresponding to SkillSoft on-line training in three IT occupations: Computer and Desktop Support (A+), Help Desk Technician (MCDST) and Microsoft Business Specialist (MOS). Instruction will also include certification test preparation and one-to-one assistance as needed. Participants are adults ages 18 and older with high school diplomas or equivalent.

Case Management

The TechWORKS Coordinator is responsible for the participant's progress as individuals and with the overall program's success. The TechWORKS Coordinator must follow participant's progress closely, keep accurate and up-to-date files and ensure the program outcomes are achieved.

SPECIFIC TASKS

The TechWORKS Coordinator will perform the following tasks:

IT Instruction

- Provide scheduled classroom training and one-to-one assistance
- Record and report participant progress and program status
- Communicate with internal and partner staff on participant progress and program status
- Conduct IT-based assessment and suitability appraisals
- Facilitate preparatory workshops in preparation for certification exams
- Participate in participant selection process and interviews
- Developing and delivering in-class instruction and activities to support on-line training and workshop sessions.
- Create necessary curriculum needed for hands-on & workshop sessions.
- Develop industry connections for the purpose of guest speakers and industry mentors

Case Management

- Manage the intake process including conducting eligibility and the completion of forms
- Collect and manage participant information.
- Maintain participant files and compile performance data weekly for data input
- Collecting, managing, and reporting program data
- Conduct job search and work-readiness workshops
- Develop corrective strategies to ensure program goals are being met.
- Provide supportive services referrals as needed.
- Assist clients with resume, cover letters and other job search tools
- Provide employment-based counseling and job coaching
- Work closely with Employment Specialist to develop and support internships, placements and job retention

- Conduct follow-up and job retention support to participants and employers

Operations Support

- Provide support for proposals, grants, and reports as needed
- Refer partners, participants and funders to other SDFE programs as appropriate
- Support other SDFE and ADA projects as needed

REPORTING

The TechWORKS Coordinator will report to the SDBI Manager and work collaboratively with the Employment Specialist and the Education Program Manager.

TASKS AND TIME USE

Task Name	Description	% of time spent
IT Instruction	Provide classroom training, test preparation and study assistance and one-to-one assistance as needed.	45%
Case Management	Maintain accurate case files and regular participant contact, monitor individual and program performance	45%
Operations	Write reports; attend meetings; assist on other efforts	10%
Total		100.00%

COMPENSATION

Salary range \$46,000 to \$50,000 commensurate with experience plus 50% benefits

SPECIAL CONSIDERATION

This position is dependent on grants and program revenue and is presently funded through June 2011. May require a background check and fingerprinting.

To Apply:

Please send resume to Louis@sdfutures.org