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<b>Job Title</b>	Tech/Digital Literacy Associate
<b>PVN ID</b>	JJ-2403-006219
<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>	\$50,000.00 - \$50,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	May 28, 2024 (Or Until Filled)

## General Description

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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 Sr. 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:**

As a champion of institutional, structural, and personal transformation, the 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. 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

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- 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
- Administer tech assessments using North Star system
- Assist students with navigating LMS and Google Coursersa
- Provide external tech assessments and digital literacy classes to partner agencies.
- Assist with the distribution of Tech equipment
- Attend Saturday or evening workshops
- Research additional Tech/ Digital Literacy opportunities throughout the City

## Qualifications

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- Completed or pursuing an Associate degree in IT, Computer Programming or other related field
- Two years experience providing Tech related courses
- Commitment to delivering trauma-informed services
- Commitment to anti-racism work and social justice
- 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
- 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.

Candidates with lived experience are strongly encouraged to apply. Please submit cover letter and resume.