



## TECHNOLOGY SPECIALIST

**About the Organization:** Building One Community (“B1C”) is a non-profit organization established in 2011 as a comprehensive resource center for immigrants in the Stamford, Connecticut area. B1C’s mission is to advance the successful integration of immigrants and their families.

**Position:** Building One Community (“B1C”) seeks an outgoing and collaborative Full-Time **Technology Specialist** to join our team. The Specialist will manage our Technology Literacy and IT Lending Library programs, which seek to bridge the digital divide for immigrant adults by teaching basic skills to manage technology and providing them with devices, internet connectivity and technical support.

This position will report to the Workforce Development Manager, but will provide support across multiple program areas to deliver technology to participants in need. The Technology Specialist will also work closely with our information technology staff.

### **Primary Duties:**

*Include, but are not limited to:*

- Instruct hybrid technology literacy classes that teach the use of cloud educational systems (e.g. Google Classroom, parent/student portals such as SPS’s PowerSchool) and communication tools (e.g. Zoom, WebEx, Google Meet) across different devices (computer, iPad, smart phone).
- Create instructional videos that show how to use various platforms and troubleshoot as issues arise.
- Assist participants with initial technology set-up and provide ongoing support, including the day labor community.
- Coordinate volunteer tutors who are assigned to help participants practice classroom lessons.
- Connect with participants and provide technical support to resolve situations where technology and program issues converge.
- Identify technology needs of B1C participants across program areas.
- Track and organize equipment by serial number.
- Monitor cellular hot spot usage and encourage wise usage that does not exceed pre-paid limits.
- Distribute and analyze pre- and post-program surveys; perform data entry in participant database.

- Support the Data and Cloud Systems Manager with administrative tasks in Salesforce and MS Office 365.
- Work closely with the Workforce Development Manager to foster relationships with community partners.
- Provide updates to management and donors as necessary.
- Work in a team setting providing support to departmental coverage needs.

### **Experience and Skills:**

- Fluent verbal and written communication skills in both Spanish and English required, French/Creole a plus.
- Associate's degree required; bachelor's degree preferred. IT concentration a plus.
- 2+ years' experience in IT customer service or support.
- Proficiency with cloud educational systems (i.e., Google Classroom, PowerSchool, parents/students' portals, etc.) and communication tools (i.e. Zoom, WebEx, Google Meet, etc.).
- Experience working with volunteers and/or performing community service a plus.
- Ability to teach and troubleshoot in person and remotely.
- Proficiency with Microsoft Office Suite, especially Excel; database experience a plus.
- Strong interpersonal skills, including a patient, warm, welcoming and positive attitude.
- Robust organizational and project management skills with a strong attention to detail.
- A collaborative spirit; flexibility to adapt to emerging needs and changing priorities.
- Curiosity about new technologies and applying them creatively.
- Belief in the organization's mission and goals.

### **Job Type**

- Full-Time, non-exempt: 40 hours per week.
- Schedule: Monday – Friday 9am-5pm onsite at 417 Shippan Ave, with schedule adjustments for once weekly evening classes and possible Saturday morning classes as needed per Workforce Development Manager approval.

To apply for this position, please submit your resume to [jobs@b1c.org](mailto:jobs@b1c.org). No telephone calls please.

*Building One Community is an Equal Opportunity Employer*