



Digital NEST

Assistant Tech Manager Job Description

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Compensation: \$15-\$21/hour- determined by experience

Part-time: 20 hours per week

Organization size: 14 employees

Reports to: Assistant Program Director/Web & Information Technology Manager

Closing date: First round of interviews January 29- February 9; open until filled

ORGANIZATION DESCRIPTION

Digital NEST Inc. ("the NEST") is a youth career development nonprofit serving primarily Latina/o young adults ages high school-24 in the agricultural communities of Watsonville and Salinas, CA. Open weekday afternoons, the NEST is focused on preparing its youth members for careers in digital media, web design, event coordination, and project management. By preparing youth for careers in tech, the NEST helps improve the finances of families, increases economic opportunities in our community, supplies regional businesses with the tech-savvy employees they need, and helps diversify the 21st century tech workforce. In addition to career training, the NEST also provides youth with safe space, nutritious food, mentoring, access to technology for academic, creative and personal use.

JOB OVERVIEW

The Assistant Tech Manager supervises Tech Squad, a contributing member group comprised of youth from the age of 14-24, manages the technology inventory for the organization, and manages/supports the implementation of new technology used by the whole agency.

About Tech Squad

Youth Tech Squad members assist in managing all hardware and software within the Digital NEST, aid members with troubleshooting issues, check equipment in/out and train other youth to use tech equipment. All Tech Squad members work in a room called the Outlet. The main mission of the Assistant Tech Manager is to provide Tech Squad members with a great work-based learning experience that will get them prepared for jobs in entry-level IT Support.

PRIMARY RESPONSIBILITIES

"Tech Squad" (TS)- Youth Volunteer Group

- Recruits youth into Tech Squad.
- Screens, interviews and selects Tech Squad members.
- Conducts an orientations for all new Tech Squadders.
- Conducts technical, customer service, inventory management and operations training with Tech Squadders.
- Assesses Tech Squadders in core competencies in technical, customer service, inventory management, and operations and awards digital microcredential badges to Tech Squadders who demonstrate knowledge and skills.
- Coordinates scheduling of Tech Squad shifts, ensuring that the Outlet is staffed.
- Supervises the operation of the Outlet by Tech Squadders



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- Identifies learning opportunities for Tech Squad and coordinates with the Web and Information Technology Manager to organize trainings to leverage these opportunities.
- Conducts technical, customer service, inventory management and operations training for Tech Squad.
- Reports member progress to Web and Information Technology Manager.
- Records hours worked for each Tech Squad member.
- Delegates tasks to Tech Squad for their professional development.
- Supervises the completion of delegated tasks.

Management of Tech Equipment Storage and Loaning to NEST Members

- Manages the equipment inventory and keeps the inventory database up-to-date.
- Supervises equipment loans and checkouts.
- Ensures that all Outlet policies and procedures are followed.
- Manages the operations of the facility and sets a high standard of maintenance.
- Develops and documents new procedures as needed.

Agency Technology Management and Support

- Troubleshoots problems with the network.
- Solves hardware and software computer problems for staff and general members.
- Manages the maintenance and updates for all Windows and Mac laptops.
- Manages deployment of applications and programs on all computers.
- Train staff on using new agency-wide technologies.
- Under the close supervision of the Assistant Program Director/Web & Information Technology Manager, develops and documents new policies and procedures related to agency technology tools.
- Works with an outside tech support service provider to ensure all technology needs within the agency are met.

Other

- Performs other duties and tasks assigned by the Assistant Program Director/Web and Information Technology Manager.

REQUIRED SKILLS

Management

- 1-2 years experience mentoring, coaching and/or teaching youth, preferably in a program or activity focused on digital technology.



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- At least 9 months of experience in a supervisory role
- Excellent time management skills
- Ability to project manage: organizing and prioritizing tasks for self and staff across multiple responsibilities
- Experience using Project Management software
- Ability to be resourceful
- Solid problem-solving skills
- Can give constructive feedback to improve someone's professional and technical development

Technical

- At least 1 year experience updating content in Wordpress for an organization.
- At least 1 year experience in database administration
- Proficiency using and maintaining MacOS and Windows
- General understanding of desktop and laptop hardware
- General understanding of network infrastructure (TCP/IP, DNS)
- General understanding of mobile device management and software deployment tools

Customer service

- Ability to triage problems on the spot, whether described by a customer or by a ticketing system
- Ability to clarify customer needs translating the user's knowledge and experience into technical language/understanding
- Ability to communicate needs to other members of the team

PREFERRED SKILLS

- Bilingual Spanish/English
- Knowledgeable about a wide array of current software
- 2-3 years teaching youth, preferably in a program or curriculum focused on digital technology.

ADDITIONAL INFORMATION

This is a part-time position. If you would like a full-time position we have another part-time opportunity open that could be combined into a full-time position. This second position requires mid-level experience with website design and development and the ability to supervise and coach beginning-level professional web designers/developers. Please see the job description [here](#). If you qualify for both positions, you will become a full-time employee with full-benefits.

TO APPLY



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Please include a resume that specifies your qualifications for THIS position (we're not interested in just a chronological accounting of your job history regardless of relevance of positions to this job opening) and a cover letter. In your cover letter, please answer the following questions: 1) Can you describe a time where you had to learn something independently? 2) Have you supervised youth? How have you approached someone who needs to improve their job performance? Please make sure to mention whether or not you are applying to both positions available.