Employment Announcement
Computer Lab Technician

JOB SUMMARY:

The Computer Lab Technician is responsible for providing oversight, technical assistance, and technology-based education and activities to clients participating in the Homeless Assistance Center's computer lab. The Computer Lab Technician will ensure that clients engage in productive use of technology and equipment that promotes housing stability, housing placement, and increased income. The Computer Lab Technician will provide individual and group educational sessions regarding computer skills and will assist clients with accessing online resources and other activities that contribute towards the client increasing income and making a successful transition to stable housing. The Computer Lab Technician will perform basic computer troubleshooting and will maintaining a clean and quiet work area for clients. The Computer Lab Technician understands that Broward County follows a Housing First model and that all clients' experience with homelessness should be rare, brief, and non-recurring.

ESSENTIAL DUTIES AND PRIMARY RESPONSIBILITES:

1. Supports computer lab operations and provides supervision and assistance to clients.

2. Provides individual and group educational activities regarding basic computer use and common software programs.

3. Assists and supports clients' employment and self-placement activities by providing assistance with résumé writing, internet job searches, and online job applications.

4. Collaborates with Job Developers to provide group and educational activities related to employment and workforce development.

5. Assists and supports clients' housing search activities by providing assistance with online housing applications and navigating housing search websites.

6. Collaborates with the Housing Navigators to provide group and educational activities related to housing placement and tenant rights.

7. Works with the multidisciplinary team to ensure that bulletin boards in the computer lab are frequently updated with educational information that supports housing placement and increased income.

8. Assists clients with using computers and responds to queries from clients on use of computer software and hardware.

9. Documents and maintains up-to-date information on services provided to clients in the Homeless Management Information System (HMIS) and the AWARDS electronic health records system.

10. Manages computer lab software and hardware to ensure security and functionality. Cleans all equipment and handles minor equipment maintenance such as keyboards and monitors. Reports any damaged or malfunctioning equipment to the IT vendor.

11. Monitors computer lab occupants while entering and leaving the lab to secure equipment.

12. Ensures proper use and treatment of computer equipment.

13. Responds promptly in a friendly and helpful manner to questions. Demonstrates patience and persistence when helping difficult clients, as well as clients who have little or no computer skills. Maintains a good attitude when repeatedly answering the same questions to clients.

14. Participates in staff meetings and attends trainings as assigned.

15. All job requirements listed indicate the minimum level of knowledge, skill, and or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees will be responsible to perform any other job-related instructions/tasks given by their supervisor, subject to reasonable accommodations.

MINIMUM QUALIFICATIONS:

Education/Experience: Bachelor's degree in Computer Information Systems, Information Technology, or a related field. At least one year direct work experience. Experience, if appropriate, may substitute formal education. Experience working with homeless, mental health and/or substance abuse populations desired. Ability to solve basic technical issues, knowledge in current operating systems and software applications, and proficiency in Microsoft Office. Must have strong interpersonal skills and strong organizational and time management skills. Must be able to work flexible hours and possess a valid Florida Driver's License.

WORK ENVIRONMENT:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Computer Lab Technician works in settings of Broward Partnership, including offices, classrooms, group rooms as well as being involved in other areas of Broward Partnership programs both on and off campus. In addition, the position is active in the community as situations warrant, representing Broward Partnership.

Please e-mail cover letter and resume to: careers@bphi.org and include the job title of "Computer Lab Technician" in the subject line.