

POSITION: **Broadband Technology Opportunity Program Lab Associate**

LOCATION: Various New York City Housing Authority Community Centers

SALARY: **\$15 per hour/35 hours per week**

BTOP LAB ASSOCIATE DUTIES:

The duties and responsibilities of BTOP Computer Lab Associate include the smooth operation of the computers and the network, supervision of lab equipment, keeping records of equipment and lab supplies, and maintaining the security of the lab. The Lab Associate will also assist students in the lab by demonstrating the proper use of the equipment and make sure that those who are using the computers in the lab treat the equipment properly so accidents do not occur. This involves seeing that lab users do not have food or drinks at the computers. It also involves making sure users are not downloading questionable files or programs on the computers that could include spyware or other malware. The Lab Associate will demonstrate to users how to use various Microsoft Office Suite programs.

If a computer or any computer related equipment in the lab does not function properly, it is the Lab Associate's responsibility to diagnose the problem to the best of their abilities and resolve. The Lab Associate may be called to provide assistance such as clearing paper jams in printers and copiers, refilling ink toners and supplying paper. Any unresolved issues should be reported immediately to ensure timely follow up.

The Lab Associate is responsible for the cleanliness of the lab to ensure safety and proper working conditions for the lab users and proper maintenance of the computers. The Lab Associate is responsible for making sure that those who are using the computers in the lab treat the equipment properly so accidents do not occur.

The Lab Associate will also develop outreach strategies and recruit directly from the NYCHA development and the surrounding communities.

The Lab Associate will ensure that proper enrollment procedures are followed, input data into various reporting databases, document and report participant success stories and outcomes to the Program Manager and submit weekly status report.

SPECIAL SKILLS:

Strong communication, written, organizational skills required. The skills needed to be a BTOP Lab Associate include knowledge of computer systems and the ability to instruct students. They must know how to operate and maintain all related computer equipment in the lab, such as printers, projectors, speakers and scanners. Technicians need to know how to perform tests on the system and equipment to ensure that every component of the lab is working properly

EDUCATION:

A minimum of an Associate's degree in a computer-related field such as computer science or computer engineering required and proficient working knowledge of Microsoft Office Suite. Bilingual a plus.

EXPERIENCE:

Two years experience teaching computer technology and working with a diverse youth, teen and adult population. Some weekend and evening hours may be required.

PHYSICAL DEMANDS:

May require long periods of standing and moving around computer lab. The job may require lifting of heavy objects such as computer and/or related equipment.

Please submit resume, along with a cover letter via fax to 212-306-5123/5165 or email to citywideprograms@nycha.nyc.gov

**AN EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER
CLOSING DATE: POSITION OPEN UNTIL FILLED**