



WE'RE HIRING: PART-TIME COMPUTER COACHES

Forsyth County Public Library Computer Training Bridge in collaboration with the Neighborhood Empowerment Thru Technology (NETT) partners is looking for a Technology Computer Coach. Please email your Cover Letter and Resume to coeh2@forsyth.cc by 8/30/19 at 5 p.m.

General Statement Of Duties

Develop online training material and train residents in the NETT program on various software programs, online resources, and mobile devices.

Objectives

Computer Training Bridge is a cooperative library outreach program focusing on the expansion and addition of educational opportunities for those in our community who need basic, high-quality computer literacy training, specifically the underserved citizens. The goal is to help these citizens have an improved, productive quality of life as they adjust to living in an electronic, networked, and computer-based society.

Essential Duties And Responsibilities

Provides training in a group setting or on an individual basis on a variety of software programs and on personal computers.

Makes copies of training packets and prepares classroom and equipment for the training session.

Provides assistance to NETT residents and partners who have specific problems with software programs or training issues.

Maintains training records on NETT residents attending classes.

Performs related work as required.

Knowledge, Skills and abilities

Ability to support and train using computers, applications, and mobile devices.

Considerable knowledge of Microsoft software applications and Google Drive.

Ability to effectively share knowledge with students who are computer illiterate or have marginal computer/Internet skills.
Ability to maintain effective working relationships with NETT partner.
Ability to communicate effectively orally and in writing.
Ability to use the Library catalog system and online resources.

Minimum Education And Experience

Graduation from high school or GED and two years computer experience. Requires one year of experience in the preparation of training materials and assisting with the coordination of various training courses. Prefer experience in conducting classroom training sessions and help desk experience in troubleshooting basic end user software issues. A higher education level may be considered as a substitution for all or part of the experience requirement. Bilingual ability in Spanish/English is preferred but not required.

Work Location

Work 20 hours per week with one night a week and every other Saturday at various Library locations.
Ability to lift up to 10 lbs occasionally.