



## Job Description

### IT Service and Support Training Instructor

JobTrain seeks a dynamic instructor who understands non-profits, client driven services, and has a commitment to empowering underserved populations – helping those most in need to succeed.

An amazing place, JobTrain improves the lives of thousands every year through assessment, attitude and job skills training and high potential career placement. You will have tremendous impact on your students, building their skills and getting them ready for employment.

The Instructor is a critical part of the team supporting the IT Service and Support Training class to respond to the demand for qualified employees in roles requiring a mix of technical and soft skills. You'll have a curriculum based on the Google IT Support Professional Certification course to teach an 11 week intensive class of up to 30 students. You will also work closely with a passionate group of counselors and others dedicated to making a difference in the lives of students. This is a full-time position.

#### Responsibilities

- Curriculum: Update and refine the course curriculum based on employer needs.
- Teaching: Teach the project-based intensive course up to five days a week. Create a dynamic and collaborative classroom community.
- Student support: Evaluate students in a manner that provides constructive feedback to motivate students to be successful. Work with students from underserved backgrounds to help them be job ready.
- Partnerships: Work closely with the Technical Advisory Committee for input, volunteers and internship/externship opportunities. Collaborate with partner agencies on defining prerequisite skills and preparing students to begin the class.
- Recruiting: Assist in the interviewing and assessment of prospective students.

#### Skills and Experience

- Able to refine a curriculum and lesson plans based on the class outline and employers' needs. Make good use of online resources.
- Have fluency in Tech Support Fundamentals, Networking, and Operation Systems. Systems Administration, and IT Security.
- Have previous experience teaching technical topics, for example: a course, workshop, or team training.
- Prior industry experience in IT support preferred.
- Be able to guide real-world scenarios that are outside of "core" course of study.
- Successfully completed the CompTIA A+ or similar certification.
- Able to work well with JobTrain counselors during every step of the program and job development.
- Able to adjust classroom activities to meet the learning needs of all level of students.
- Create a positive classroom environment and foster learning.

#### Qualifications

Education: Bachelor's degree plus two years professional experience in the field preferred.

Experience: Applicants should have at least two years of work experience in positions related to the subject matter. Previous teaching experience is strongly preferred. An equivalent combination of education and experience may be substituted for the above.

#### Compensation and benefits

JobTrain offers a competitive salary; medical, dental, vision, chiropractic/acupuncture, and LTD/Life benefits; a 403(b) retirement plan with company match; paid Holidays; and paid time off.

#### How to Apply

Interested candidates should submit a résumé and cover letter to [info@Jobtrainworks.org](mailto:info@Jobtrainworks.org). The position is now open and applications will be accepted until the position is filled. Successful candidates must have legal residency and work eligibility in the United States (per INS Form I-9 instructions). JobTrain may require the successful candidate to undergo a background check before employment is offered. JobTrain is an equal opportunity employer.