

The United Planning Organization (UPO) is the designated Community Action Agency for Washington, District of Columbia, and has served the residents of the District since 1962. Our **Vision** for the future is “UPO’s Washington: A city of thriving communities and self-sufficient residents”; our **Mission** is “Uniting People with Opportunities.”

UPO is committed to attracting and retaining outstanding and diverse staff who will enhance our engagement and **service** in our communities.

UPO Workforce Institute (WFI) is seeking an energetic and experienced individual to join our dynamic team. The ideal candidate must be a self-starter able to work in a fast paced, ever changing work environment, a team player and able to work independently with minimal supervision. This future employee will be expected to deliver a high level of customer support and service to both internal and external WFI customers. The final candidate will need to have the right complement of skills and personality.

All qualified applicants are encouraged to apply for this position or any other position currently advertised on our website. Please visit us at www.upo.org to view all of our vacancies and to learn more about our company and services.

POSITION: IT Help Desk Instructor
OFFICE/DIVISION: Workforce Institute
BULLETIN No: 10092019
SALARY RANGE: (Commensurate with experience)
OPENING DATE: 09/12/2019
CLOSING DATE: Open until filled
FIRST SOURCE: N/A

MAJOR DUTIES:

Provide students with the education and skills needed to obtain recognized information technology (IT) certifications. Facilitate “real world” scenario training with hands-on IT education simulations that will be performed in the classroom. Provide instruction in industry recognized operating systems, software and technology in preparation for nationally recognized certification examinations. Instructor will design activities which will develop, captivate and stimulate student knowledge and comprehension of the information technology field.

BRIEF DESCRIPTION:

Assist Program Assistant in the recruitment of students during the fiscal year Conduct initial intake and assessments of new participants. Prepare written lesson plans based on curriculum. Provide students with a full understanding of course objectives (syllabus, course outlines, and course materials/equipment) on the first day of class and throughout training. Provide students with class/laboratory objectives daily. Utilize active learning techniques to maintain a challenging learning environment for students; utilize a variety of media/audio-visual/technology materials to achieve course goals and objectives, and to engage students. Maintain accurate, up-to-date records of student progress, performance, and attendance. Keep up-to-date and in contact with local employers regarding appropriateness of course/program content.

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Remain current with developments within information technology through memberships in professional organizations, seminars, workshops, and continuing education courses. Prepare students for the national certification through quizzes and exams. Provide academic advising and support to students. Enter all participant information into CASA reporting system. Establish relationships with IT companies to serve as internship placements for students.

MINIMUM QUALIFICATIONS:

Bachelor's degree Information Technology or related field with two (2) years' of "hands-on" experience in the technology industry and tech support. CompTIA, A+, 220-901, and 220-902 certified. Demonstrated experience teaching A+ curriculum or the equivalent to adults. Knowledge of current adult education methods and strategies including: differentiated instruction, assessment, evaluation, and collaborative techniques and strategies that address closing the gap in student access and achievement regarding diversity. In addition, an excellent working knowledge of MS Office Suite (Word, Excel, Outlook and Power Point) is desired. Ability to use/learn electronic time-keeping program. Must be able to work sensitively and effectively with individuals of diverse educational, socio-economic and cultural backgrounds.

DESIRED QUALIFICATIONS:

Master's degree in Information Technology and five (5) years of experience in the technology field; and, CompTIA A+ 220-901 and 220-902 certification. The ideal candidate will have knowledge of current adult education methods and strategies including: differentiated instruction, assessment, evaluation, and collaborative techniques and strategies that address closing the gap in student access and achievement regarding diversity. In addition, an excellent working knowledge of MS Office Suite (Word, Excel, Outlook and Power Point) is desired.

OTHER REQUIREMENTS:

In the event that an offer is extended, the candidate will be required to successfully complete a criminal background check and/or FBI fingerprinting, and pre-employment drug screening as applicable for the position.

This position IS covered under the collective bargaining agreement.

To apply for this position, please submit your cover letter and resume to upojobs@upo.org or fax these documents to 202/319-3237.