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AmeriCorps Tech Support Leader

Mission:Ignite – Buffalo, NY

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Created: October 22, 2020

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Budget

Job Budget: Not sponsored

Candidates

Awaiting Review
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Total (excluding rejected)
2

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Job Description

Tech Support Leader

Title: Tech Support Leader

Location: Mission: Ignite Powered by Computers for Children

Reports To: Technical Services Manager

Mission: To enhance educational opportunities and enrich lives through technology

Vision: To be the community's leading technology resource for high-need populations and those that serve them

Summary: The Group Leader oversees a team of up to five other AmeriCorps members to deliver educational programming.

Program:

Tech for All provides comprehensive support in technology, including access to hardware, software, internet, and training to nonprofits, their clients, and the community.

AmeriCorps Program Description:

Ignite Your Life (IYL) enlists AmeriCorps members as key personnel to fulfill the goals of Mission: Ignite's programs, blending volunteer efforts with identified staff goals to serve as part of the Mission: Ignite team. IYL will recruit AmeriCorps members to serve between November 1, 2020 and January 31, 2022 remotely, at Mission:Ignite's headquarters at 701 Seneca Street, Suite 601, Buffalo, NY 14210-1359, and in other locations throughout Western New York.

AmeriCorps gives US citizens and national or lawful permanent resident aliens the opportunity to engage in full- or part-time service to their community. Working through a grassroots network of more than 1,000 national and local nonprofit and faith-based organizations, AmeriCorps members solve problems and address local environmental, educational, economical public safety, or other human needs to make communities stronger. Working with national, state, and local nonprofit organizations, AmeriCorps members recruit and train volunteers, tutor and mentor at-risk youth, make schools and neighborhoods safer, build and rehabilitate homes, clean rivers and restore parks, help seniors live independently, provide health care in underserved rural and Native American communities, and provide emergency and long-term assistance to victims of natural disasters, among other things. AmeriCorps members serve in communities across America, in both urban and rural areas.

As ambassadors for the mission and as part of the Mission: Ignite team, IYL AmeriCorps members will participate in professional development and training opportunities, learning a variety of applicable skillsets that may be useful in future careers. The members will also participate in volunteer opportunities as part of AmeriCorps cohorts and develop a network of mission-minded people in the local region.

Duties and Responsibilities (include but are not limited to):

- Oversee up to five AmeriCorps members to deliver technical support
- Train AmeriCorps members on excellent customer service and technical support
- Develop and implement strategy as directed by leadership
- Improve the technical support systems to meet clients' needs in better ways
- Monitor and evaluate technical support
- Provide regular updates about the impact, progress, and challenges of the program

Desired Traits:

- Bachelor's degree or the equivalent in work experience in Technology, Computer Science, Business, or related
- Preferred experience in tech support, customer service, management, or leadership
- A demonstrated commitment to high professional ethical standards and a diverse workplace
- Excellent verbal and written communication skills
- Excellent proficiency in computer skills, Microsoft Office, and video conferencing.
- Very organized
- Basic understanding of the IT industry
- Culturally competent
- Strong project management skills, including timely and accurate completion
- Excels at operating in a fast-paced, community-oriented environment
- A team player

Position Hours:

- 1,700 hours full-time (FT) AmeriCorps member
- ~40 hours per week

Program benefits:

- Living stipend of \$14,279 per year
- An Education Award of \$6,345 at completion of service
- Student loan forbearance and interest repayments for federal student loan through AmeriCorps
- Healthcare options
- Childcare, if qualified
- Mileage reimbursements for qualifying travel
- A desktop computer to keep after the service experience
- Training on topics, including computers, technology, Microsoft products, and other STEM concepts

I have read the above AmeriCorps position description and understand my responsibilities.

Signature: _____ Date: _____

Print name: _____

Job Type: Contract

Pay: From \$14,279.00 per year

COVID-19 considerations:

COVID Response plan in place in office, warehouse and building.