



LEAD INSTRUCTOR — INFORMATION TECHNOLOGY CAREERS PROGRAM

Position Summary

Are you an instructor who thrives in a collaborative and inventive environment? Do you emphasize hands-on experience and practical knowledge in your teaching? Are you excited about preparing adults for meaningful careers in a high-demand industry?

Just A Start is seeking a full-time Lead Instructor to provide overall curriculum leadership for the Information Technology Careers Program and to teach courses in the program. The particular courses taught will depend on expertise, but areas of instruction include networking, help desk support, operating systems, software applications, and computer/device hardware. Note that this program focuses on front-line IT support for networking, hardware, and software; we do not teach coding. We are a Cisco Networking Academy.

The ideal candidate for the Lead Instructor position will be a seasoned educator with industry experience, a commitment to hands-on, experiential learning, and comfort teaching adults from a wide variety of backgrounds. The Lead Instructor will help ensure that the program is meeting our goal of preparing students for work in the field through our curriculum, teaching practices, and student support. They will maintain and deepen the spirit of collaboration among the teaching staff and assist in hiring and developing new teachers.

Familiarity with computer lab management practices and protocols is helpful, though direct lab management experience is not required.

Program Background

Just A Start's mission is to promote equity by creating access to stable housing and building pathways to economic opportunity. The Information Technology Careers Program, offered out of our Workforce Development (adult career training) office, provides adult students with education and training to obtain entry level positions in IT support. Students learn workforce skills that are aligned with industry needs, as well as durable (soft) skills that are crucial for success in the workplace.

Just A Start has just completed a state-of-the-art computer lab that utilizes fiber optic and ethernet connectivity to the desktop, with an internal lab network infrastructure including wireless access points. This will enable instruction on hands-on configurations with routers, switches, printers, laptops, desktops, hand-held devices, and Internet-of-Things.

Classes run five days a week for nine months; each cohort meets online one day per week. Our students are a diverse group of adults, mostly ages 25-60, who are seeking a stimulating career and financial stability for themselves and their families. Many are English language learners who completed most or all of their education in their home countries. Most work at least part-time and care for children and other family members while in the program.

Work Requirements

This is a 37.5-hour per week hybrid remote/in-the-office position.

All employees and long-term consultants are required to be fully vaccinated and follow the organization's established protocols regarding COVID.

Position Details

- Ideal Start date: June 3, 2024
- Location: Hybrid remote/in-the-office
- Work Hours: Typically, Monday-Friday 9am-5pm with an average of 3-4 days in the office — this may vary depending on the teaching schedule. Schedule will be determined with your manager. Occasional evening hours may be needed for special events.
- Compensation: \$68,000-\$72,000

What You'll Do

The Lead Instructor for the Information Technology Careers Program will have responsibility in five primary areas. Percentages are estimates, and will vary with the time of year and as the person grows in the role:

- 1) Classroom Instruction (50%)
 - Teach 14-16 hours per week on IT topics to be determined based on expertise and program needs; combination of in-person and online
 - Employ a variety of teaching methods and strategies to meet the needs of diverse student learning styles and backgrounds
- 2) Curriculum Development (25%)
 - Oversee, evaluate, and refine the Information Technology Careers Program curriculum
 - Ensure that teaching methods align with current technologies, industry practices, and student needs
 - Meet with the program advisory board to provide updates and get feedback on program changes
 - Contribute to planning for future program expansion
- 3) Student Support (15%)
 - Meet with students who are struggling academically to identify obstacles and connect them to appropriate resources
 - Collaborate with teachers and staff to identify students needing additional learning or emotional support
- 4) Lab Management (5%)
 - Assist with maintenance and management of the computer lab; possible tasks include updating software, maintaining licenses, and troubleshooting hardware issues
- 5) Partner outreach (5%)
 - Arrange for site visits and guest speakers
 - Assist in developing articulation agreements with local colleges/universities

To give a sense of the day-to-day work in this position, below is a sampling of tasks the Lead Instructor might perform in a typical day:

- Teach a two-hour hands-on class on using help desk ticketing systems
- Sit in on a piece of another teacher's class to observe how they structure group work.
- Meet with a student who is a recent immigrant, is struggling academically, and may be reluctant to ask for tutoring or study skills help.
- Work with a contact at a partner organization to set up a class site visit.

Who You Are and Keys to Success

To be successful in this job, you will excel in four areas:

1. **Teaching:** You have extensive experience as a teacher of IT and have mastery of a wide range of classroom tools and techniques, particularly in guiding students to apply their knowledge in real-world situations. You have worked successfully with non-native English speakers and students with learning challenges. You are skilled at keeping students engaged in live online classes.
2. **Curriculum design:** You have designed curricula and collaborated with other teachers across disciplines to establish a shared vision for student success. You tailor your curriculum and lesson planning to the particular needs and learning styles of your students. You use your knowledge of academic standards and industry practices to prepare students for professional work.
3. **Technical skills:** You have industry experience in networking and systems administration and/or IT support. You use your experience in your teaching to help students master practical skills, with the goal of preparing them for a career in IT.
4. **Cultural awareness and building rapport:** You have experience working with underrepresented populations, e.g. immigrants, people of color, and/or individuals with low to moderate income. You recognize systemic barriers related to race, class, gender, income, age, immigration status, and other identities. You understand how cultural values can shape experiences in the classroom and the workforce. You are skilled in making connections with others, including students, other staff and faculty, and external partners.

Application Process

[APPLY HERE](#)

Applications will be reviewed on a rolling basis, but we encourage interested candidates to apply by April 22nd.

- Step 1: Upload your resume and, in lieu of a cover letter*, please upload a 150–250-word statement responding to the following application requirement. A maximum of 60 minutes is anticipated to complete this requirement.
 - **Application Requirement Directions:** Describe a time when you designed a curriculum with a specific student population in mind. Describe the student population, and explain how your curriculum addressed the particular needs and learning styles of that population.
- Step 2: Interview with the hiring manager (30-45 minutes, by phone)
 - We'll ask questions about your interest in the role and the organization and the "Keys to Success" listed above.
- Step 3: Brief teaching demonstration and interview with Workforce Development staff (60 minutes, in-person) **

- 10-minute teaching demonstration on an IT topic of your choosing (detailed instructions provided to candidates who reach this stage)
- In the interview, we'll ask about the choices you made in your demonstration and your experience related to the role. We will leave time for you to ask questions as well.
- Step 4: Reference check
- Step 5: Background check via Chekr

** Please note that a cover letter is not required, though candidates may include one if they choose. A response to the above writing prompt is required for a complete application*

***We may reach out to candidates after the interviews if there are any clarifying questions before proceeding with the reference check.*

Qualifications

- Bachelor's degree in computer science or a computing-related field, plus experience in IT support or systems administration required
- Cisco Certified Instructor preferred (IT Essentials, Networking Essentials, IoT, Linux, etc.)
 - Just A Start may be able to assist otherwise qualified instructors in attaining a Cisco certification after one year of teaching with us
- We expect that qualified candidates will have at least three years' experience teaching adults, as well as a minimum of three years IT support or systems administration experience. However, we encourage you to apply if you have developed the "Keys to Success" listed above in other ways. We especially encourage women, GLBTQIA+, BIPOC, or those with disabilities to consider how they may have developed the skills needed for success in ways other than direct years of experience.

Workforce Development Program Values

1. Student Centered- We center and inform our work with a holistic approach to our students.
 - a. Trusting students as the experts in their own lives and supporting students in their version of success
 - b. Each program participant is creative, resourceful, and whole
 - c. Using a wraparound model of support
 - d. Meeting students where they are at in their lives and academically
2. Quality-focused- We develop and continuously adapt our programming, policies and practices using stakeholder input to align with industry needs and standards.
 - a. Using economic mobility metrics to set ambitious program outcomes
 - b. Industry-aligned curricula
 - c. Creating and using internal and external feedback loops
 - d. Using data from program participants, industry and community partners to guide program design
3. Relationship-builders- We are committed to fostering meaningful impactful and reciprocal relationships with students, partners, and each other.
 - a. Collaborating towards a shared vision of success
 - b. Cultivating industry and community relationships that align with our values
 - c. Recognizing and elevating the unique contributions of each individual
 - d. Using generous assumptions to cultivate trust and connection
4. Learning Community- We view continuous improvement as an essential component of our program model and success.

- a. Embracing discomfort and giving/receiving feedback to identify areas of growth in advancing our goals
- b. Cultivating a growth mindset to learn new skills and think about things from a different perspective for our program participants and ourselves
- c. Advancing team knowledge and skills through trainings, resources, and conversations to sustain best practices

Salary & Benefits

This is a 37.5-hour per week hybrid remote/in-the-office position. In addition to a competitive salary, Just A Start offers a comprehensive benefits package, including medical insurance, dental insurance, short term disability insurance, long term disability insurance, life insurance, transportation benefits, early release at 2pm every Friday, 20 PTO days in the first year, 13 paid holidays, volunteer time off, employee assistance program and a 401k savings plan with a 3% employer contribution.

About Just A Start

Just A Start is an Equal Opportunity Employer. Our staff represents a wide range of ages, races, interests, and backgrounds coming together in pursuit of common goals. Together, we strive to provide an environment that values diversity and promotes an inclusive culture. Applications from women and minority candidates are strongly encouraged. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation, pregnancy and pregnancy-related conditions or any other characteristic protected by law.