

Online System Technical Assistance Specialist-Part Time

New York Early Childhood Professional Development Institute

Brooklyn, NY

Part-time

Hybrid

\$20.00 - \$22.00 an hour*

* 19 hours/week

Posted on August 26, 2021

Job Description

The Institute is working with a team of City agencies to support the adoption of a new online attendance tracking system (CAPS Online) for child care programs and providers. The Institute will be training approximately 8,000 programs and providers who serve children with ACS child care vouchers on the new system with a self-guided training and virtual face-to-face webinars. In addition, the Institute will also provide technical assistance on how to use the new tracking system. We are looking for part-time Technical Assistance Specialists to work with Institute staff and a project team to provide technical support to programs and providers as they transition to the new system. This position will report to the CAPS Online Project Coordinator.

Responsibilities

Technical Assistance

- Provide technical assistance support to child care programs and providers through e-mail and phone
- Assist programs and providers in troubleshooting issues with the system
- Help programs and providers get registered for trainings
- Work with Project Coordinator and Project Associate to identify issues that users are experiencing and create responses
- Conduct outreach to programs and providers to assist with transition from phone/paper-based system to an online system

- Track frequency and type of contact with programs and providers within the established data system
- Enter and verify data with attention to detail

Other Duties

- Participate in project planning as required
- Attend staff meetings and trainings as required

Qualifications

Minimum Qualifications

- Associate's degree, with experience or training in a related field.
- At least two to three (2-3) years of related experience in adult education, training, technical support, or administrative roles.
- Demonstrated experience with the customer service skills necessary to effectively and professionally assist programs and providers via phone/email.
- Excellent time management and organizational skills.
- Ability to work independently and collaboratively in a fast-paced and complex work environment.
- Exhibits excellent interpersonal skills, both written and oral.
- Excellent analytical, critical thinking and problem-solving skills with attention to detail.
- Strong data entry skills, with the ability to provide data accuracy, speed and consistency.
- Intermediate to advanced experience in Microsoft Office Suite (Excel and Word required, other programs a plus).
- Knowledge of internet-based software programs: Zoom, Teams, Webex, etc. and various database applications.

Preferred Qualifications

- Bilingual English and Spanish, or other languages

Physical Requirements

- Due to the COVID-19 pandemic, this position currently is a remote (work-from-home) position. Laptop and personal mobile device will be provided to support working remotely. The location of the position in the future will operate in a professional office environment.

- This role routinely uses standard office equipment such as personal computers, laptops, tablets, smart phone, photocopiers, filing cabinets and other presentation materials. While performing these duties, the employee is required to occasionally perform physical activities such as, but not limited to, lifting items (up to 30 pounds), bending, reaching, sitting for prolonged periods of time. Reasonable accommodations will be made for employees with disabilities or other needs per RFCUNY policies.

Application Instructions

Provide a resume and cover letter specifying your qualifications, experience, and interest relevant to this position.

Additional Information

EEO Info

We are committed to enhancing our diverse academic community by actively encouraging people of any race, color, religion, gender, gender identity or expressions, sexual orientation, national origin, genetic information, disability, age, or protected veteran status to apply. We take pride in our pluralistic community and continue to seek excellence through diversity and inclusion. CUNY is an EEO/AA Employer