



2010-2011 CTEP AMERICORPS POSITION DESCRIPTION



University of Minnesota Office for Business & Community Economic Development (BCED) Business & Technology (B-Tech) Center Technology Assistant

Position: AmeriCorps Member

Program: Community Technology Empowerment Project

Partner Agency: University of Minnesota, [BCED](#)

Location(s): University Office Plaza, [2221 University Avenue SE](#), Suite 136, Mpls, MN 55414

Name of Site Supervisor and Title: Nam Nguyen, Manager of Technology Services

CTEP Program Description:

The AmeriCorps Community Technology Empowerment Project (CTEP) bridges the "digital divide" for new Immigrants and low-income communities in Minneapolis and St. Paul. Join AmeriCorps CTEP and help make the information age accessible to all. CTEP is a project of Saint Paul Neighborhood Network (SPNN).

Site History and Mission

The Office for Business & Community Economic Development was created by the Board of Regents in 1999 to advance the University's interests in promoting economic development and employment and training opportunities for historically underserved communities. The regents saw a unique opportunity for the University to play a significant role in improving the quality of life and conditions of disenfranchised neighborhoods through programs and initiatives designed to foster business, community, and economic development.

The mission of the University of Minnesota's Office for Business & Community Economic Development is to contribute to the economic growth and development of Minnesota communities. Through successful collaboration and partnerships with government, private enterprise and community organizations, the University will work cooperatively to:

- Provide training and employment opportunities for community residents in the skilled trades professions.
- Promote business opportunities, capacity building, and job expansion for businesses owned by women, people of color, and people with disabilities.
- Leverage the assets and resources of the University to support the economic development and revitalization of urban communities.
- Foster economic diversification, entrepreneurial expansion, new business start ups and job creation.
- Develop strategies and implement programs to promote diversity in hiring and the purchasing of goods and services.

Moreover, it is the University's goal to stimulate socioeconomic empowerment within diverse communities by establishing initiatives and programs that create opportunities for businesses owned by individuals historically and currently underrepresented.

Preferred Site Schedule for Member

Monday – Friday, 9:00 a.m. to 4:30 p.m.

In addition, members attend professional development days with their fellow CTEP members to enhance service-readiness skills, personal attributes at the service site, and citizenship skills. These Corps days take place twice a month on the 1st and 3rd Fridays from 9 AM to 4 PM, and these trainings are mandatory. Members also attend statewide AmeriCorps events, such as the Martin Luther King Day celebration, and/or serve on the statewide InterCorps Council.

Essential Functions:

The successful candidate will share responsibilities for a variety of projects currently in planning or development, or under implementation in support of the technology programs and services for the Office for Business & Community Economic Development (BCED) and Business & Technology (B-Tech) Center in its overall mission to provide bridges to opportunity through innovative partnerships that bring technology to underserved small businesses, nonprofit organizations, and populations. While specific assignments will depend on the candidate's experience and areas of expertise, the focus is on development, implementation, documentation and dissemination of technology/computer training programs to increase technology knowledge and skills for individuals, families, agencies, and small businesses.

- Create and implement extended learning opportunities in technology for program participants, which may include mentoring/tutoring, special workshops, etc.
- Teaching assistance with classes and workshops as needed
- Outreach to key stakeholders and community members to promote the technology resources of BCED and B-Tech Center
- Assist in the design and development of computer classes and materials based on the needs of the community, nonprofit organizations and small businesses.

Minimal Functions:

- Maintain project information, databases and updates on website
- Work with team members to reach BCED projected goals of the Digital Divide Initiative

Required Qualifications:

- At least 17 years old
- U.S. citizenship, naturalization, or permanent residency
- Ability to travel within the Twin Cities
- High school diploma or GED (or progress toward while serving for special circumstances)
- Basic personal computer skills (word processing, internet, email, etc.)
- Experience working with low-income and/or recent immigrant populations, especially in education or mentoring

- Familiarity with Windows operating systems
- Effective interpersonal and communication skills, both written and verbal
- Experience working in a collaborative development environment
- Experience with troubleshooting and problem resolution, planning and time management
- Capacity to spend long periods of time at a computer
- Ability to move up to 25 pounds

Preferred Qualifications:

(One or more of the following are desired but not required):

- Post-Secondary Education
- Teaching experience or an understanding of software-related topics such as Computer Basics, E-mail, Internet, Resume Writing, Access, Dreamweaver, Excel, FrontPage, Outlook, PowerPoint, QuickBooks Pro, Visio Pro, Word 2003
- Bilingual in Hmong, Somali, Spanish or other
- Advanced technology skills, especially in web design, video production, or computer applications

Service Term:

Full-time: 1700 hours. Start: Sept. 7, 2010; complete by Aug. 31, 2011.

Members Receive:

Full-time: A living allowance (approximately \$450 bi-weekly), an educational award of \$5,350.00 (upon successful completion), health and dental insurance plan including reimbursement of deductible charge, child care (d.o.q) and ongoing training.

How to Apply:

Apply online at <https://recruit.cns.gov/> (be sure to enter 06ACHMN0010008-0 as the "Program Listing ID," or search for the Community Technology Empowerment Project). Contact: Joel Krogstad, joel@technologypower.org, 651.556.1384

We are committed to recruiting and engaging individuals without regard to disability, gender, race, religion or sexual orientation. Reasonable accommodations will be made upon request. Alternative formats of this document are also available.