



Digital Navigator Job Description

Title:	Digital Navigator
Location:	MISSION: IGNITE Powered by Computers for Children
Reports To:	Site Supervisor
AmeriCorps Program:	Ignite Your Life (IYL)

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

AmeriCorps Program Description:

AmeriCorps members are crucial personnel needed 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.

As ambassadors for the mission and as part of the Mission: Ignite team, AmeriCorps members will participate in professional development and training opportunities, learning various 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.

Digital Navigator & Program:

The Digital Navigator provides individualized or small group assistance to [community members or specify eligible group(s)] who need affordable home internet service, affordable internet-capable devices, and/or coaching in introductory digital skills to become effective home internet users. The Digital Navigator's work is part of the [agency name]'s efforts to [insert agency integration] and equitable internet access for [residents of community name or specify target group(s)].

The Digital Navigator program is "an adaptation of traditional digital inclusion programming." Its goal is to ensure residents receive on-demand tech support and relevant information to secure internet access and devices, as well as the opportunity to build foundational digital skills, learning, and job training.

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

- Digital Navigators will assess their community's particular needs and tweak learning pathways to match.
- Maintain communication between staff, sites, and participants.
- Receive training and submit reports on activities to Site Supervisors.
- Effectively implement Tech 360 training curriculum to hosting community sites' clientele and assess progress.
- Collaborates with M: I training team to assess, design, develop and maintain training solutions and components.
- Support other departments, as needed
 - Work with marketing/communications department, collecting data stories/photos
 - Assist with program events from conception to completion

Critical Skills and Aptitudes:

- Experience in Training or Classroom Instruction a plus
- Associates Degree preferred, High School diploma or equivalent required
- Excellent communication skills both verbal and written
- Must have reliable transportation and a valid driver's license
- Proficiency in computer skills, specifically Microsoft Office (Word & PowerPoint), and video conferencing
- Ability to demonstrate positive attitude, excellent interpersonal skills, cultural sensitivity, and a sense of humor in working with diverse customers, coworkers, and community.
- Ability to embrace the challenge of learning and teaching basic technological concepts related to internet services, computer and device characteristics, and common online services and applications.

Program benefits:

- Living stipend of \$5,329.00 - per year 300 hours served
- An Education Award of \$1,342.86 after service
- Mileage reimbursements for qualifying travel
- A desktop computer to keep after the service experience
- Training on topics, including computers, technology, and Microsoft products

Part-Time, Contract

Office Hours: Monday – Friday, appointment times varies per site, Saturdays as needed

Position Hours: approximately 10-20 hours per week

Location Sites: Niagara Falls has two sites, Lockport has 1 Site

How To Apply:

If interested in this opportunity, please submit your resumé to office@missionignite.org by April 30th, 2022.