

# Community Living Campaign Technical Project Manager

## Job Description - May 22, 2023

### Overview

Join Community Living Campaign (CLC) in charting a new path for what it means to age in community in San Francisco. CLC's mission is to ensure that older adults and adults with disabilities can age and thrive in their homes and neighborhoods. We believe digital inclusion and equity are increasingly essential to building connected communities where neighbors can affirm, support, and challenge each other to act powerfully, both individually and together.

Through CLC's programs and activities, we advocate for technology inclusion and equity for older adults and persons with disabilities, providing a continuum of services, including digital literacy training and programming, technology advocacy, and technical support. CLC has fifteen years of experience and insights in serving and engaging older adults and people with disabilities, including our core Neighborhood Tech Connect Program along with backbone activities supporting the San Francisco Tech Council, the Dignity Fund Coalition, and the Work Matters Collaborative. This year we are introducing a new Consumer Tech Support program for older adults and persons with disabilities.

We are seeking a Technical Project Manager with specific experience in developing and managing technical support programs to help design and implement the new Consumer Tech Support program. In addition, the Technical Project Manager will provide technical and project management leadership to CLC's organization at large and across its multiple programs, will manage CLC's technology assets, and will design and implement internal technical training programs for CLC staff.

### Key Responsibilities

- Consumer Tech Support Program Design and Development
  - Work with Community Living Campaign's (CLC) and its affiliate Urban Equity Group's (UEG) leadership and program staff to design and implement a program for providing technical support for seniors and people with disabilities in San Francisco
  - Coordinate with local partner sites identified by the Department of Aging Services (DAS) for in-person technical support in partnership with UEG
  - Coordinate and manage the development of associated program collateral
- Consumer Tech Support Program Management

- o Develop and manage detailed plans for budgets, timelines, reporting, and project activities, including programming and training schedules.
- o Supervise program delivery, communications, and scheduling of UEG technical support subcontractor on a weekly basis
- o Participate in regular meetings with DAS
- o Collaborate with coalitions of local partners who help work toward digital inclusion and equity, including the San Francisco Tech Council as well as SF Connected agencies.
- o Build a growing base of appreciative and committed participants through the successful delivery of technical support at partner sites.
- Consumer Tech Support Program Metrics, Evaluation, and Reporting
  - o Support UEG leadership in determining how to evaluate the effectiveness and impact of this program
  - o Help communicate program successes to funders in partnership with the Director of Communications.
- CLC Hardware/Device Management
  - o Manage CLC's device inventory including receiving, tagging, inventorying, and deploying devices (tablets, laptops, hotspots, and accessibility aids)
  - o Maintain records of CLC's technology accounts (user IDs, passwords, etc.)
  - o Support fulfillment of device requests for program participants and staff. This might include some equipment configuration and/or refurbishing
  - o Partner with the CLC Accessibility Integrator to assess and deploy assistive devices as needed
  - o Support CLC Device Coordinator to manage Internet related Partnerships such as the Comcast Internet Essentials Partnership Program (IEPP)
- Staff Technical Support and Training
  - o Load software and configure equipment for new staff
  - o Support staff as needed with technical needs
  - o Design and implement technical training programs for staff
  - o Support staff with needed equipment for on-site events and classes

### **Required Qualifications**

- Applicants need to live in San Francisco, California, or within a one-hour commute to San Francisco.
- A minimum of 5 years of prior experience designing and managing programs and project teams
- Demonstrated organizational skills, including the ability to plan, implement, track, and evaluate projects
- High technical literacy on Mac, Windows, and mobile platforms, including proficiency with Google Workspace, Microsoft Office, Dropbox, and Zoom

- Experience managing technology assets for an organization of at least 30 people, including setting up, configuring, updating and maintaining devices
- Experience running a Technical Support or Help Desk service
- Successful history of working independently in a project management role. A self-starter who collaborates well with others, is proactive, and brings a track record of delivering on commitments.
- Strong verbal and written communication skills

### **Desired Attributes**

- Fluency in a second language a plus, especially Cantonese, Mandarin, Spanish, or Tagalog
- Professional experience working with diverse communities, older adults, and people with disabilities
- Experience designing and conducting technical training programs

### **Flexible Work Arrangement (FWA)**

Remote work and telecommuting can be a part of the work plan but anticipate that at least 50% of the time will be in-person at the CLC's office or other program sites in San Francisco.

### **Compensation**

This is a full-time position, with salary commensurate with experience at \$62,000 - \$76,000 per year. Benefits include paid leave, health, and dental insurance, an annual retirement contribution, and a flexible spending account option for out-of-pocket medical, dependent care, and commuting costs.

### **Applications**

Community Living Campaign is an equal-opportunity employer. We are committed to creating a diverse and inclusive workforce that is representative, at all job levels, of the neighborhoods in which we work. Older adults, people with disabilities, Black and other people of color, LGBTQ+, and other candidates who contribute to this diversity are strongly encouraged to apply.

To be considered, please submit your resume and cover letter expressing your interest and appropriate fit for this new role. Applicants should submit materials to: [jobs@sfcommunityliving.org](mailto:jobs@sfcommunityliving.org).