Community Living Campaign
Technical Support and Project Coordinator
Full Time Position Starting August 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 Support and Project Coordinator with specific experience implementing technical support programs and providing technical training. This individual will coordinate technology support across the organization as well as technical training programs for CLC staff. They will also help design and implement a new Consumer Tech Support program for seniors and adults with disabilities living in San Francisco.

Key Responsibilities
• 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 includes some equipment configuration and/or refurbishing
  o Partner with the CLC Accessibility Integrator to assess and deploy assistive devices as needed
  o Support the CLC Device Lending Program 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
- Support staff with needed equipment for on-site events and classes

- **Consumer Tech Support Program Coordination**
  - Work with Community Living Campaign’s (CLC) and its affiliate Urban Equity Group’s (UEG) leadership and program staff to help design and implement a program for providing technical support for seniors and adults with disabilities living in San Francisco.
  - Coordinate with local partner sites to set up and run Tech Support sessions at their location in partnership with UEG.
  - Coordinate the development of program collateral.
  - Track project plan, budget, timeline, reporting, and project activities for team review in weekly meeting and periodic meetings with the funder.
  - Help communicate program successes to funders in partnership with the Director of Communications.

**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 as project coordinator, project manager or doing work exercising similar skillset.
- Demonstrated organizational skills, including the ability to plan, implement, track, evaluate projects and communicate effectively amongst diverse audiences and across platforms.
- 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. 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.
- Non-profit experience.

**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 - $70,000 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.