

# DESCRIPTION OF DUTIES

Job title	Part-time Digital Navigator – (Solano County)
Supervisor	<i>Digital Navigation Coordinator</i>
Work Site	<i>Solano County (in-person)</i>

## JOB PURPOSE

The Digital Navigator, reporting to the Digital Navigator Coordinator, plays a crucial role in advancing digital equity and inclusion initiatives within Solano County connected programs and services. This position involves close collaboration with community members, partners, and stakeholders to ensure equitable access to digital resources, tools, and information. The Digital Navigator will focus on assisting underserved populations in navigating and utilizing digital technologies effectively. Responsibilities include providing support, guidance, and resources, as well as participating in the implementation of ACP enrollment services, Digital Literacy Skills classes, workshops, and tech support services.

**\*Solano County Residents Strongly Encouraged to Apply**

## DUTIES AND RESPONSIBILITIES

- Lead digital literacy workshops (curriculum provided), seminars, and outreach programs to promote digital literacy and inclusion and assess the needs of participants and tailor instruction accordingly to ensure effective learning outcomes.
- Manage participant registration, assist in data tracking, and basic impact measurement to ensure relevant program information is captured.
- Assist and facilitate the enrollment process for individuals and/or families into the Affordable Connectivity Program (ACP), ensuring they have access to low-cost home internet.
- Maintain accurate records of class attendance, collection of testimonials, participant demographics, and program outcomes for reporting purposes.
- Track participants progress through data collection methods such as surveys or assessments to measure the impact of digital literacy initiatives.
- Collaborate with local communities, organizations, and individuals to understand specific digital needs and challenges.
- Assist in organizing workshops, seminars, and outreach programs to promote digital literacy and inclusion throughout Solano County
- Support in the implementation of digital equity projects, ensuring tasks are completed effectively.
- Provide one-on-one personalized assistance to individuals facing barriers to accessing and using digital tools

- Contribute to the establishment of tech support and the online Digital Navigation System.
- Participate in assessments to identify digital disparities and areas requiring additional support.
- Support the creation of educational resources, guides, and tutorials to enhance digital skills and knowledge.
- Collaborate with local organizations to expand access to digital resources.

## QUALIFICATIONS

- High school diploma or equivalent.
- Strong speaking skills; comfort in presenting to large audiences and navigating digital tools
- Must have transportation, valid Driver License and be willing to travel throughout Solano County.
- Ability to assess participant needs and adapt instruction accordingly for effective learning outcomes
- Proficiency in using various technology tools and platforms commonly used for instruction (e.g., Microsoft Office Suite, learning management systems).
- Strong organizational skills with the ability to manage multiple tasks simultaneously while maintaining attention to detail.
- Patience, empathy, and a genuine passion for helping individuals develop their digital skills.
- Excellent communication skills with the ability to explain complex technical concepts in a clear and understandable manner.
- Strong attention to detail in program implementation and data tracking.
- Passion for closing the digital divide and promoting digital inclusion.
- Ability to work collaboratively in a team.
- Cultural sensitivity and awareness of the unique needs of marginalized populations.
- Bilingual in either Spanish, Tagalog, Mandarin, or other languages (*preferred*)
- Experience with youth and/or seniors (*preferred*)
- **Solano County Residents Strongly Encouraged to Apply**

Salary Range: \$20-23/hr

## WORK SCHEDULE

The following work schedule is tentative and may be adjusted from time to time to meet the needs of the project: M-F 9am – 5 pm with some evening and weekend hours expected. Work site(s) will be in Solano County.

To apply please submit your resume and cover letter to [jobs@techexchange.org](mailto:jobs@techexchange.org)

In your cover letter, please highlight your relevant experience in digital equity, digital literacy, and inclusion programs, as well as your commitment to fostering diversity and inclusion. Applications will be reviewed on a rolling basis until the position is filled.