Tech Exchange

Internship title	Digital Inclusion Intern (Solano County)
Supervisor	*Senior Programs Manager (Solano County)*
Work Site	*Solano County (in-person)*

Our Work: *Tech Exchange* is a non-profit organization committed to advancing digital equity in the Northern CA/Bay Area. Operating on an environmentally sustainable model, we refurbish donated computers and provide them to families, schools, and community organizations. With a mission to bridge the digital divide, we've distributed over 100,000 computers since 1995, diverting over 3,000 tons of e-waste from landfills. As part of our techforall initiatives, we offer low-cost computers and free services to eligible Bay Area families.

Role Overview: As a Digital Inclusion Intern within our Programs Team, you will play a vital role in fostering digital inclusion within Solano County. Your responsibilities include assisting in the facilitation of digital literacy workshops, supporting program logistics, and providing personalized support to individuals facing barriers to accessing digital tools. Collaborating with local communities and contributing to digital equity projects, you'll be an integral part of our mission to enhance digital skills and expand access to resources. Additionally, your role involves supporting tech assistance efforts and participating in assessments to address digital disparities. This internship offers a unique opportunity to make a meaningful impact while gaining hands-on experience in the field of digital inclusion. Join us in empowering communities through enhanced digital literacy! ***This is an unpaid internship opportunity**

Learning Outcomes:

Tech Support Proficiency:
- Develop the ability to provide effective, one-on-one tech support to community members facing digital challenges.

Facilitation and Outreach Skills:

- Acquire skills in facilitating digital literacy workshops and outreach programs to foster digital inclusion.

Needs Assessment and Tailored Assistance:
- Learn to assess participant needs and provide tailored assistance for optimal learning outcomes in digital literacy initiatives.

Enrollment Process Navigation:
- Gain expertise in navigating the enrollment process for low-cost home internet services, facilitating affordable access for individuals and families.

Record Keeping and Reporting:
- Showcase organizational skills by maintaining accurate records for reporting, including attendance, testimonials, and program outcomes.

Event Planning and Execution:
- Develop event planning skills through contributions to workshops focused on digital skills development and community technology access.

Key Responsibilities:

- Provide one-on-one individualized support to community members encountering challenges in utilizing technology, digital tools, and online resources to improve their digital capabilities.
- Support the facilitation of digital literacy workshops, utilizing provided curriculum, seminars, and outreach programs to foster digital inclusion. Assess participant needs and provide tailored assistance to ensure effective learning outcomes.
- Assist individuals and/or families in navigating the enrollment process for low-cost home internet services and facilitate their connection to affordable internet access.
- Maintain accurate records of class attendance, collection of testimonials, participant demographics, and program outcomes, contributing to reporting purposes.
- Assist in the organization of events and workshops focused on digital skills development and technology access for the community.
- Engage in outreach activities to promote digital inclusion, including coordinating with local organizations and community centers to increase access to technology resources.

Qualifications:

- Current high school students, high school graduates, or individuals currently enrolled or recently graduated from college
- Basic understanding of digital inclusion, technology, and community outreach or eager to learn
- Strong communication skills, both written and verbal to engage with the community and promote digital inclusion initiatives
- Familiarity with social media platforms and their role in promoting digital inclusion
- Eager to learn about digital equity and community engagement

- Enjoys working with people from diverse backgrounds and is culturally sensitive
- Committed to the mission of digital equity

Join us in fostering digital inclusion in Solano County. This internship provides a distinctive chance to create a significant influence in the fields of digital equity and community involvement. If you are passionate about digital literacy, community outreach, and creating positive change, we welcome you to apply and become an essential member of our mission to enhance digital skills and expand access to resources.

Program Schedule:
We operate in Solano County on the following schedule:
- Tuesday: Vacaville Town Square Library, 12pm - 3pm
- Wednesday: Vallejo John F. Kennedy Library, 12pm - 3pm
- Thursday: Fairfield Civic Center Library, 11am - 3:30pm

Internship hours are flexible based on availability

Salary: This is an unpaid position

To Apply:
Please submit your resume to solanoconnected@techexchange.org. Please ensure your email subject line includes the full internship title: Digital Inclusion Intern (Solano County).