



JOB TITLE: IT Support Specialist
REPORTS TO: Program Coordinator

FUNCTIONAL AREA: Language & Culture
SALARY: Contracted Position (Part Time)

HOURS: TBD [must maintain a flexible schedule as evening and/or weekends are required.]

JOB SUMMARY:

This contracted position under the Language and Culture program offered by the Phoenix Indian Center will be responsible for assisting in the delivery of Navajo language instruction to participants in the Phoenix-metro area. The primary role of an IT Specialist is to provide onsite technological support to in-person classes as well as virtual participants.

MAJOR JOB FUNCTIONS:

The IT Support Specialist role includes, but is not limited to:

- Assisting in setting up classroom technology needs such as laptop/desktop, smart boards, projector, internet access, Zoom access etc.
- Ensure that Phoenix Indian Center, hub site and home learning locations are in communication with each via Zoom.
- Work in conjunction with Instructional Coaches to ensure an optimal classroom setup
- Monitor classroom viewing of live or recorded courses transmitted by communication satellites.
- Ensure that all classes are recorded, downloaded and archived for future viewing
- Operate and maintain audiovisual equipment.
- Use computers, audiovisual aids, and other equipment and materials to supplement presentations.

MARGINAL OR ADDITIONAL FUNCTIONS

- Weekly consultations with Instructor, Project Coordinator and Instructional Coaches regarding the delivery of language class
- Database maintenance – program inputs, outputs and outcomes
- Completion of program reports
- Performing various duties as required ensuring responsible, professional, and caring delivery of services

MINIMUM QUALIFICATIONS

- Bachelor's degree in field appropriate to area of assignment AND two years of relevant experience; OR any comparable combination of years of education and experience



- Knowledge of American Indian experience, including youth and family strengths and stressors, tradition and culture, and prevention and resilience
 - Strong knowledge base and understanding of Native American culture, tradition, spirituality, language, history and contemporary topics
 - Ability to use Zoom software, Meeting Owl, and other smart video conferencing platforms
 - Ability to develop professional relationships with key community representatives with strong communication skills
 - Ability to multitask
 - Ability to effectively communicate ideas, findings, recommendations, and outcomes
- Highly proficient with Microsoft software package (outlook, word, excel, PowerPoint, publisher)
- Must have dependable transportation with a valid Driver's License and Automobile Insurance coverage in compliance with Phoenix Indian Center requirements