



Job Title: Digital Navigator (Nonexempt, Full-Time)

Reports To: Senior Manager, East Bay

Location: Based out of Tech Exchange in Oakland Sites (2201 Poplar St. & 1716 Telegraph Ave.)

Schedule: Monday - Friday, 9:00 AM - 5:00 PM (**In-Person**)

About Tech Exchange: Tech Exchange is a nonprofit organization committed to advancing digital equity by refurbishing and distributing technology, offering digital skills training, and supporting broadband adoption in underserved communities. Through our ITAD (IT Asset Disposition) social enterprise, we repurpose donated technology to fund our mission-driven programs while reducing e-waste.

ABOUT THE ROLE:

The Digital Navigator, reporting to the Director of Programs, plays a crucial role in advancing digital equity and inclusion initiatives within the Bay Area. The Digital Navigator will focus on assisting underserved populations in navigating and utilizing digital technologies effectively. Responsibilities include facilitating Digital Literacy Skills classes, providing support, guidance, and resources, as well as participating in the implementation of ACP enrollment services, and leading workshops, and tech support services.

ESSENTIAL FUNCTIONS:

- Facilitated digital literacy workshops, seminars, and outreach programs (utilizing provided curriculum) to advance digital literacy and promote inclusion. Assessed participant needs and tailored instruction, both in-person and virtually, to ensure engaging and effective learning outcomes.
- Manage participant registration, assist in data tracking, and basic impact measurement to ensure relevant program information is captured.
- 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
- 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.
 - 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.

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EIN: 92-2199377



- Collaborate with local organizations to expand access to digital resources.

This job description is a general overview and is subject to modification to meet the evolving needs of the organization and the community. The Digital Navigator will play a pivotal role in bridging the digital divide and contributing to a more equitable and inclusive digital landscape.

REQUIRED QUALIFICATIONS:

- High School Diploma
- Demonstrated commitment to social justice, equity, and inclusion.
- Strong interpersonal skills and the ability to work with diverse communities.
- Proficiency in digital technologies and online platforms.
- Experience in community outreach, program coordination, or education is a plus.
- Excellent communication skills, both written and verbal.
- Ability to work independently, manage projects, and meet deadlines. Cultural sensitivity and awareness of the unique needs of marginalized populations.
- Bilingual Spanish (*Preferred*)

COMPENSATION:

Salary Range: \$22-24/hour and a comprehensive generous benefits package.

WORK SCHEDULE:

Monday - Friday 9 am - 5 pm (Bay Area Tech Hub Sites)
Some occasional evening and weekend hours expected

Travel:

Up to 40–50% local travel across the Bay Area (Alameda, Contra Costa, Solano, and San Francisco counties) to lead Digital Literacy Workshops.

CONTINGENCIES:

This offer is contingent upon you providing the items indicated below. These must be completed prior to your first day of work:

- **CRIMINAL BACKGROUND CLEARANCE AND TB SCREENING:** Your work **WILL NOT** place you in direct contact with OUSD students.
- **CRIMINAL BACKGROUND:** Employees who come into direct contact with any OUSD students must undergo fingerprinting and criminal background checks through the California Department of Justice and the Federal Bureau of Investigation. Tech Exchange extends this requirement to all types of employees if they are deemed to have more than limited contact with District students.

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- **TUBERCULOSIS CLEARANCE:** Employees who come into direct contact with any OUSD students must submit proof of a clear TB screening and/or chest x-ray. The submitted documents must:
 - (A) be signed and dated by a physician who;
 - (B) reports the results of a TB skin test or chest x-rays from private physicians or health facilities. The date of the test must be in the last four years.

To apply please submit your resume and cover letter to **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.

