



Position: Assistant Manager- Technology, CFY-New York

Location: Long Island City, NY

ABOUT COMPUTERS FOR YOUTH

Computers for Youth (CFY) is dedicated to improving the home learning environment of low-income school children. We believe that the home holds the greatest *untapped* potential for improving children's academic and life-long success. CFY works directly with schools and our affiliates to improve the educational resources available in children's homes, improve parent-child interaction around learning, and help teachers connect classroom learning with the home.

CFY-NYC Overall Objectives

- Serve 2,100 Families in 14-17 assigned schools by providing free home learning centers, training, and bi-lingual help desk support.
- Provide Professional Development for families and/or teachers at half of our partner schools.
- Successfully run Student Software Team (including 12-18 students) to choose Family Learning Software Award winner.
- Brainstorm and potentially “test” new program ideas with a goal of deepening the impact of our program in the lives of low-income students and families.
- Maintain a positive team environment, and an organized, clean facility.

POSITION DESCRIPTION

The **Assistant Manager- Technology** will be responsible for the managing the technical components of CFY-NYC's operations as well as serve as the point of contact with external consultants for technical support of CFY-NYC office operations. The Assistant Manager-Technology will directly report to the Operations Manager.

KEY RESPONSIBILITIES

Computer Imaging Process

50%

Provide leadership to and work with the imaging team to accomplish the following:

- Ensure quality and efficiency of CFY's Home Learning Centers.
- Plan and implement computer designation and imaging schedule on a yearly basis; making necessary updates monthly, weekly and daily as needed.
- Manage Microsoft Excel Inventory document.
- Identify which computers from our inventory will be designated for each school.
 - Understand each model and creating an image for it
 - Image and perform QA on each system to ensure quality.
 - Ensure that all CPUs are clean and presentable.
 - In conjunction with Operations Manager, evaluate and update the imaging process to create efficiency and, where practical, consistency between CFY cities.

Inventory of technical equipment

25%

- Manage inventory of CPUs from when they enter the warehouse to being sent out. This includes counting, testing, and identifying types based on processor and port.
- Work with the Assistant Manager-Warehouse in counting technical inventory; servers, switches.
- Manage inventory twice weekly to ensure that communication around inventory is clear and consistent.
- Provide additional support in counting inventory to prepare for the annual audit.

Workshop Responsibilities

10%

- Coordinate technical and electrical logistics at Saturday workshops.
- Help set up classrooms for workshops at schools on Friday afternoons and on Saturdays before each session.
- Solve any technical problems that arise during Saturday Workshops, including repairing non-functioning home learning centers.

Manage help desk

5%

- Print help desk requests that come via email from CFY's external help desk.
- Communicate with Warehouse Associate to ensure the help desk log book is up-to-date.
- Update inventory database when CPU's are swapped for families.
- Inform Operations Manager of any necessary changes to improve help desk process/procedure

Provide internal technical support

5%

- Occasionally provide technical support for the CFY-NYC office.

General Team Responsibilities

5%

- Participate in CFY-NYC weekly all-team meetings.
- Attend training, including in-house training. Be prepared to discuss concepts learned in the class with team members, and find ways to apply learning at CFY-NYC.
- Participate in National technical calls, meetings and collaborations to ensure best practices across CFY cities.
- Manage up, by being proactive and keeping manager informed of changing priorities.
- Understand and communicate the mission to staff, clients, donors, and other stakeholders.

Other duties as necessary.

QUALIFICATIONS

- Associates Degree required (Bachelors Degree preferred) in a technological field.
- A+ or N+ Certification and networking skills.
- 2+ years of relevant experience with computer systems and architecture.
- 1+ years of project planning and implementation.
- Very detail oriented and able to manage many priorities.
- Proficiency in all Microsoft Office applications including Word, Excel, and Access.
- Superior relationship or "people" skills.
- Enjoys working with families and students.
- Team-player who is also capable of working independently and with minimal oversight.
- Problem-solver.

- Strong verbal and written communication skills.
- Spoken Spanish proficiency a plus.

This position requires work on Saturdays and may require some travel.