

OIT SWAT : Community Outreach Frontline

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Position Summary

Students in the SWAT Community Outreach program provide technology support for teachers at schools in the Duke-Durham Neighborhood Partnership (DDNP) and select community centers.

This position is a particularly good role for students who want to contribute to Durham through community service while also gaining technology experience. For those assigned to a public school site, it's also a good fit for students interested in teaching careers (pursuing licensure through Duke or through other programs like Teach For America,) as you can gain deep experience with how schools work from an administrative level as well as in the classroom.

Note that this position requires daytime availability for work (between 8 AM and 5:00 PM) and off-site travel (vans provided to schools not within walking distance.) Also note that students working in outreach generally also work a few hours a week at the Link in Perkins Library in a tech support role, to help them gain more experience and remain connected to OIT.

Duties and Work Performed

- Collaborate with on-site staff to fix technical problems with computers, including problems with software, hardware, networking and printing.
- Help teachers learn new software through one-on-one teaching and coaching sessions. At community centers, provide one-on-one and group instruction in technology, including but not limited to Office, safe web browsing, and web design.
- Record all work performed in designated work ticket systems.
- Participate in professional development opportunities with the Durham Public Schools and with OIT.

Experience and Skills

- Excellent customer service and communication skills
- Technology troubleshooting experience (highly desirable, though not required - training is provided.)
- Previous experience volunteering in Durham (or in your hometown) is highly desirable

Incentives

- Starting wage is \$13 an hour, with opportunities for increases the longer you stay in the program.
- OIT offers multiple opportunities for paid training and skill development for student employees.