



Formerly Jewish Community Housing for the Elderly (JCHE)

Job Description

Position Title: Computer Center Instructor

Reports To: Director of Resident Services

Compensation: \$24/hour

Temporary, part-time-7 hours per week

2Life Communities provides superior housing to older adults of all backgrounds who can thrive independently within a supportive environment. We are a mission-driven organization with a vision whereby all older adults have the opportunity to age in a community, to live a whole life of connection and purpose in a dynamic and supportive environment. Inspired by Jewish values, 2Life welcomes seniors from all backgrounds and enables aging in communities of engagement, connection, and purpose.

Join an organization that truly values its passionate, talented team. We're committed to supporting your health and well-being and your professional development. We believe by making 2Life a great place to work, you can focus on making 2Life a great place to live for our seniors.

GENERAL SUMMARY

In this role, the Computer Center Instructor acts as a resident-centered technology resource across all 2Life campuses supporting older adults to connect virtually, engage in lifelong learning and reduce social isolation and loneliness. This individual ensures that all resident devices are user-friendly and accessible to all 2Life residents, including those with visual or cognitive decline and non-English speakers.

ESSENTIAL JOB FUNCTIONS*

- Provide tech support and assistance to residents, including assisting beginner to advanced users with their computer problems
- Assist residents with their personal and 2Life owned electronic devices such as laptops, desktops, tablets, smartphones, and printers, in person and virtually
- Support campus Device Libraries, user experiences, and document all uses of this equipment
- Monitor and supervise the use of resident Computer Centers
- Track resident utilization, including resident attendance and requests
- Report hardware and software issues as well as needed supplies to the manager
- With the guidance of a manager, create a library of "how-to" information and other resources
- Maintain standards of resident confidentiality in all work

OTHER DUTIES AND RESPONSIBILITIES

- Perform other related duties as assigned

PREPARATION, KNOWLEDGE, SKILLS & ABILITIES

- An Education, Occupational Therapy, or Computer Science degree preferred but not required
- Extensive knowledge of Windows Operating System
- Advanced knowledge of Microsoft Office (including Word, Excel, and Powerpoint) and other industry applications
- Knowledge of relevant internet platforms including Zoom, WeChat, What's App, Skype, Facebook, YouTube, Google, email
- Knowledge of pertinent hardware including, but not limited to, laptops, desktops, tablets (iPads, Chromebooks, Kindle, and others), smartphones, and printers
- Excellent communication and presentation skills
- Must have patience and creativity in working with older adult learners

We encourage qualified candidates to apply [here](#).

2Life Communities is an Equal Opportunity Employer. We are committed to inclusive excellence and strives to create the finest affordable housing in the world through the collaboration of diverse, talented individuals. We encourage women, people of color, and applicants from the LGBTQI+ community to apply.

The above statements describe the general nature and level of work performed by people assigned to do this job. The above is not an exhaustive list of all responsibilities and duties required.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**