



TITLE: Technical Instructor – IT Fundamentals and Networking

LOCATION: Brooklyn, New York

Background

NPower is a high-performing leader in providing pathways to successful tech careers for young adults from underserved communities and veterans across the US and Canada. NPower's award winning training programs use curriculum informed by senior industry leaders and labor market trends. On average, NPower graduates 80% of enrolled students, places 100% of graduates in paid internships and has over an 80% rate of success for employment or continued education within 6 months of graduation.

We address many of the primary barriers that our veteran community confront. Beyond free technical classes, our career training programs provide in-demand certifications within weeks, paid internships, professional networking and mentorship with business leaders, soft skills coaching, connection to social services, job placement assistance, transit assistance and an opportunity for graduates to give back to the program via our professional volunteer network. We provide ongoing career coaching, advanced certifications, and leadership development for our alumni, ensuring that we are developing true pathways for long-term success for our students.

POSITION SUMMARY

The Technical Instructor will be a subject matter expert who shall lead and guide all learners through 16 or more weeks of learning modules that help them gain entry-level skills as IT professional in the area of hardware/software installations, configuration, and management. Additional learning modules covering IT security, ITIL: Foundation, networking, cloud, and other related roles. Instructor will serve in the National Instructure Institute as a direct report to the National Training Manager and secondarily to the local Program Director. The instructor will help lead efforts to ensure that students earn one or more IT professional certification in areas such as CompTIA IT Fundamentals or A+, or Cisco CCENT, and/or ITIL: Foundation. The Technical Instructor will deliver NPower content and should be capable of adapting content, labs, and resources to help support and/or enhance students learning and expecting outcomes.

Instructors should have experience demonstrating concepts and guiding learners through the installation and administration of open source tools, networking equipment such as configuring Cisco routers, switches, and appliances, Windows operating systems, and PC repair type skills. This role requires an innovative and passionate professional who can effectively manage in class learning productivity and efficiency and track and update learner progress by leveraging NPower's online learning Management System. The Technical Instructor will monitor online course activities, maintain metrics and reports to meet internal and external compliance and reporting requirements, provide technical support for instructional team members and students as needed. This role will also require instructor to ensure that 80% or more of student learners successfully earn one or more identified profession IT Certifications and complete the entire course. The goal of this role is to provide student-centered educational opportunities around understanding technical and nontechnical skills that lead to employment in the information technology sector. This person will participate with key internal and external stakeholders to ensure NPower's online learning experience is standardized, consistent, and effective.

Responsibilities:

- Lead and teach weekly learning modules and course content



- Provides instruction and support to student learners in the use of technological solutions and troubleshoots technologies as part of daily lab and project assignments
- Manage online class progress on the LMS platform; monitor online activities and ensure expected learning outcomes, review and grade exams, and report performance metrics to key stakeholders
- Ensure that concepts are clearly demonstrated and articulated to students
- Offer differentiated ways to teach topics to ensure all learning styles are represented
- Demonstrate the NPower core values in the classroom
- Enforce company policies and support a professional and respectful learning atmosphere
- Teach online and in-class courses as needed
- Ensure classes start and end on time
- Update practice exam questions and resources to help student achieve certification(s)
- Serve as a backup/substitute instructor or professional development mentor as needed
- Ability to be flexible in job duties, assist others as needed and can work independently and in a collaborative manner

Qualifications:

- Bachelor's or master's degree, preferably in cyber security, information security, or related field is required or 3 plus years' experience in a similar teaching role
- Must hold one or more certifications is CompTIA, Cisco, Microsoft, or other related industry recognized certifications
- 3 years' or more experience working in the hardware support/computer networking space
- 5 years' experience working in general as an information technology professional
- Strong instructional design sensibilities; content, media, software, and/or digital learning expertise; and project management experience is required. This may include experience as an instructional designer, curriculum specialist, copy editor or media project manager
- Experience working with young adults and/or veteran populations
- Detail oriented with excellent organizational skills
- Post-secondary online teaching experience and experience integrating technology into the classroom is highly desirable
- Must pass a background check

COMPENSATION:

Commensurate with experience

HOW TO APPLY

Submit a cover letter explaining your interest in the position and a resume to robert.vaughn@npower.org

As an equal opportunity employer, NPower encourages diversity and does not discriminate in employment on the basis of age, race, color, creed, gender, religion, marital status, national origin, disability, or sexual orientation.