

WL W20 Community-Based Digital Literacy Assistant

Job Description

AT A GLANCE

Play a key role working with the UBC Learning Exchange and our community partner, the Downtown Eastside Literacy Roundtable, to tackle the 'digital divide'. This role supports community members to learn digital technology through drop-in tech cafes in a variety of community settings. The hourly wage for this role may be \$18.04, \$18.56 or \$19.14, in alignment with the candidate's education, skills and/or experience.

DUTIES/RESPONSIBILITIES

In collaboration with the UBC Learning Exchange staff the Community-based Digital Literacy Assistant will:

- Co-facilitate online tech cafes along with Community Ambassadors, UBC students, and others
- Collaborate with staff and stakeholders from campus/community to schedule tech cafes
- Assist in planning, publicizing and coordinating the Pop-up Tech Cafes
- Setup, maintain, and collect (from others) stats for the tech cafes
- Assist with arranging catering and room bookings for longer learning events (forum, day long workshops, etc.)
- Assist as needed with the planning and execution of larger community events including the Technology Access Forum
- Respond to public inquiries by providing basic information regarding Learning Exchange programs and resources
- Support digital literacy through in-person programing and online delivery
- Attend staff meetings, and participate in Learning Exchange, DTES Literacy Roundtable and LinkVan team activities.
- Assist with the Linkvan.ca web app including: data verification, data input, and participating in development and deployment sprints
- Assist in other related activities as required

Qualifications

SKILLS / KNOWLEDGE

The admin assistant should have a working knowledge of some but not all of the following technical and soft skills:

- Familiarity with Windows, APPLE and Android systems
- Proficiency in MS Word, Excel, PowerPoint and general use of Internet resources
- App development frameworks such as Ruby on Rails which uses the following languages: Ruby, Javascript, HTML, CSS, Google Maps API, and WordPress
- Ability to provide assistance in an informal digital learning setting
- Ability to communicate effectively and tactfully with a diverse group of people. Strong organizational and interpersonal skills
- Ability to respond appropriately in difficult or challenging situations; to problem solve, resolve conflict and work with community members to identify beneficial solutions to all parties
- Ability to exercise a high level of tact, discretion and diplomacy
- Ability to provide administrative assistance including answering phones, taking messages, coordinating meetings, typing correspondence, handling mail

- Ability to conduct web-based research and to evaluate the usefulness of the information
- First-hand experience in the Downtown Eastside, or a similar neighbourhood, and familiarity with community services preferred
- A working knowledge of at least one other language is an asset
- Motivated by a work environment that values inclusion, collaboration, celebration, learning, pragmatism and sustainability

FIT

- Aware of, or excited to learn, the principles of asset based community development/ community capacity building
- Aware of, or excited to learn about, resources and issues in the Downtown Eastside and similar communities
- Confident in, or excited to build capacity in, leading peer-support of other students in community-based learning
- Motivated by a work environment that values inclusion, collaboration, celebration, learning, pragmatism and sustainability

Additional Documents (preferred)

Cover Letter

Anticipated Start Date

January 4, 2021

Experience Level

Current Students in an Undergraduate Program, Current Students in a Masters Program, Current Students in a Phd Program

Supervisor

Dionne Pelan

Reference

“WL W20 Community-Based Digital Literacy Assistant.” *Symplicity*, 9 Dec 2020, <https://ubc-csm.symplicity.com/students/index.php/pid887985?s=jobs&ss=jobs&mode=form&id=9db03e0d3fc6fa8c894f40909f92845f>

2329 West Mall
Vancouver, BC V6T 1Z4

December 12, 2020

Dionne Pelan
University of British Columbia
2329 West Mall
Vancouver, BC V6T 1Z4

Dear Dionne Pelan:

Please consider my application for the Community-Based Digital Literacy Assistant position from the UBC Career Services Website on Nov 26, 2020. I am a recent UBC biology graduate and currently working towards my second degree in computer science. I also hold an IT Help Desk position within the Arts ISIT department at UBC.

Through my experience as an IT Help Desk support member, I have 4 months of supporting digital learning and technical troubleshooting for the Arts faculty and staff. Consequently, I have also gained familiarity with a variety of operating systems including Windows, macOS, Android and iOS. These experiences, in addition to the obstacle of doing so remotely given the current pandemic, has taught me how to quickly identify problem areas and efficiently resolve them.

As a graduate of UBC's biology program, I firmly believe in my ability to perform web-based research. I have completed countless assignments that require research and its applications. Finally, communication and community service are skills that I have continuously improved throughout my employment history. From my volunteering at the BC Cancer Agency to my barista position at Starbucks, I believe my customer service and by extension, interpersonal skills to be an absolute strength.

If my application is of interest, feel free to contact me to setup an interview any time after 5pm PST. I can be reached at (NNN) NNN-NNNN or by email at jonathho@student.ubc.ca.

Sincerely,

Jonathan Ho

Encl. Resume

Jonathan Ho
2329 West Mall
Vancouver, BC V6T 1Z4
(NNN) NNN-NNNN
jonathho@student.ubc.ca

Education:

University of British
Columbia
September 2020 – Present

- Bachelor of Computer Science Program
- Expected to graduate in 2022

University of British
Columbia
September 2015 – April
2020

- Bachelor of Science Program
- Biology Major
- Graduated in June 2020

Employment Experience:

UBC Work Learn
Arts ISIT
Service Desk Support
September 2020 – Present

- Provide technical support by troubleshooting common computer problems through phone calls and remote desktop software
- Streamline incoming tickets to appropriate IT support teams to ensure rapid resolutions
- Assisted the usage of specific software, operating systems, and online tools such as Canvas, WordPress, Adobe Creative Suite, Microsoft Office

Shopper's Drug Mart
Cashier
June 2020 – October 2020

- Accurately answered inquiries regarding location of products, rainchecks, and refunds
- Maintained efficient flow of merchandise from backroom to sales floor
Displayed attention to detail for product expiry and appearance on the sales floor

Starbucks
Barista
July 2015 – August 2018

- Effectively managed time to fulfil duties for the day and prepare duties for the next morning
- Communicated and coordinated clearly with co-workers to ensure swift and quality service
- Employed problem solving skills to quickly resolve customer concerns

Volunteer Experiences:

BC Cancer Agency
Comfort Cart Volunteer
August 2017 – August
2018

- Performed sterile practices to maintain a hygienic environment
- Actively listened to patients while offering beverages and snacks
- Responsible for donation and cash management

From: Jonathan Ho jonathho@student.ubc.ca
To: Gary Chan gary.chan@ubc.ca
Date: December 10, 2020
Subject: Request for Reference

Dear Gary,

I hope you are doing well. I thoroughly enjoyed my time as an IT Help Desk support staff as part of Arts ISIT. Currently, I am building an application package for a new position and was wondering if you would be willing to provide a reference.

The position is a Community-Based Digital Literacy Assistant as part of the UBC Learning Exchange. The position is looking for individuals with familiarity in a variety of technical applications. Having acquired that familiarity alongside you, I was hoping you would be able to speak to my abilities for this application.

Please let me know if you would be willing to provide a reference letter for my application. I have attached both the job advertisement and my resume for reference. If you have any questions or concerns, feel free to contact me at any time.

Sincerely,

Jonathan Ho

From: Jonathan Ho jonathho@student.ubc.ca
To: Jason Moore jason.moore@starbucks.ca
Date: December 10, 2020
Subject: Request for Reference

Dear Jason,

I hope you are doing well. I thoroughly enjoyed my time as a barista at your Starbucks location. Currently, I am building an application package for a new position and was wondering if you would be willing to provide a reference.

The position is a Community-Based Digital Literacy Assistant as part of the UBC Learning Exchange. The position is looking for individuals with strong communication and interpersonal skills. Having developed those skills as part of the Starbucks customer service experience, I was hoping you would be able to speak to my abilities for this application.

Please let me know if you would be willing to provide a reference letter for my application. I have attached both the job advertisement and my resume for reference. If you have any questions or concerns, feel free to contact me at any time.

Sincerely,

Jonathan Ho

From: Jonathan Ho jonathho@student.ubc.ca
To: Ian Chian Ian.Chian@bccancer.bc.ca
Date: December 10, 2020
Subject: Request for Reference

Dear Ian,

I hope you are doing well. I thoroughly enjoyed my time as a volunteer at the BC Cancer Agency. Currently, I am building an application package for a new position and was wondering if you would be willing to provide a reference.

The position is a Community-Based Digital Literacy Assistant as part of the UBC Learning Exchange. The position is looking for individuals with strong communication and interpersonal skills. Having developed those skills as a BC Cancer Agency volunteer, I was hoping you would be able to speak to my abilities for this application.

Please let me know if you would be willing to provide a reference letter for my application. I have attached both the job advertisement and my resume for reference. If you have any questions or concerns, feel free to contact me at any time.

Sincerely,

Jonathan Ho