JOB POSTING

Program Associate
June 2021 - June 2022
$20.00/hour

This position provides an excellent learning opportunity for students who may be new to working within an IT setting. We provide extensive training for all new staff around technical concepts, troubleshooting strategies, and customer service skills they will need in the position. We encourage applicants who may have limited IT experience, but who are eager to grow, to apply.

Classification: Student Assistant III
Title Code: 4920
Reporting Lines: The Student Technology Equity Program (STEP) Associate is a student staff position that reports to the professional staff Coordinator for STEP. STEP is housed within the ASUC Student Union (SU), which supports student learning, development, and community building at the University of California, Berkeley. See the organizational chart here.

STUDENT TECHNOLOGY EQUITY PROGRAM OVERVIEW

In 2020-2021, the Student Technology Equity Program (STEP) was co-sponsored by the Associate Vice Chancellor / Chief Information Officer and the Vice Chancellor for Undergraduate Education, with additional funding and operation by the Student Technology Fund (STF). STEP provides Cal students with financial need due to COVID 19 the educational technology they need for equitable access to instruction, research, and co-curricular components of student life, as well as to University services and programs. STEP uses an equity based approach to meeting student technology and access needs through: holistic assessments, individual consultations, and data informed practices. As a program we are committed to lifting student voices to better understand the ecosystem of technology on campus.

The Student Technology Fund (STF) is a $51 per semester student fee that supports innovative technology projects that benefit student educational and professional development outcomes and enhance the student experience.

JOB DUTIES

Job duties for this position will be completed in collaboration with the STEP team. Individual Program Associates may take lead or be the program subject matter expert of any area, but all staff will be cross-trained and expected to contribute across all program functions. Percentages listed below are estimates; however, they may be distributed differently based on the skillset and interests of the selected candidate(s).

Operations and Logistics (45%)
- Assist in managing STEP inventory to ensure smooth program operations and supply for student check out and access to technology hardware. Provide values-aligned service in a direct student-facing role that emphasizes humanizing student-staff interactions.
- Perform checks for defective or damaged hardware.
- Pack and label hardware appropriately for shipping, tracking serial numbers for asset management.
- Organize, inventory, and keep detailed records of packing materials, tracking numbers, and shipments, alerting Program Coordinator of shortages of technology equipment and other materials.
- Maintain STEP database by entering new and updated student, shipping, and device information.

- Assist with processing applications by following documented program procedures reviewing and manipulating data to determine program eligibility.

Data and Reporting (25%)
- Help maintain data integrity by reviewing, filtering, "cleaning", correcting, reentering, and spotting data deficiencies.
- Maintains student confidence and protects operations by keeping information confidential.
- Using statistical techniques, interpret data and analyze results for STEP reporting and transparency to campus
- Work with Program Coordinator to identify, analyze, and interpret trends or patterns in complex data sets with a lens of equity and access

Program Administration (20%)
- Serve as the first line of response by managing the ucbstep@berkeley.edu email account, and escalate issues to the Program Coordinator's attention in twice-weekly staff meetings, as needed.
- Check and respond to email on a daily basis.
- Schedule and host individual office hour appointments for students requiring additional support and to answer program and service questions.
- Complete other administrative tasks as assigned.

Communications (10%)
- Strategic development and execution of communications to STEP service populations for transparency, policy, and process changes as the program evolves.
- Development of surveys and GoogleForms to track students technology needs and determine service provision.
- Compose email communications to notify students for eligibility, shipping, returns and other program operations.
- Provide support for presentations and advertising events as needed.

QUALIFICATIONS
Required:
- Transferrable organizational, administrative, and project management skills
- Data and analytical skills (ex: experience with research, working with datasets, producing graphs using data)
- Ability to work and communicate effectively with a diverse group of stakeholders, co-workers and campus staff/faculty
- Eagerness to learn
- Experience managing projects with Google Drive, Word, Excel, bApps (bMail, bDrive, bCal)
- Desire to provide service to historically marginalized groups including but not limited to: students with dependents, Black and Indigenous students of color, disabled students, first generation students, undocumented students, etc.

Preferred:
- Experience with research and survey design
- Qualitative or quantitative research experience
- Coursework in ethnic studies/humanities, studies of marginalized communities, or equivalent work/volunteer experience
  Background in diversity, equity, and inclusion

BENEFITS

- Flexible and student-centered work environment
- Role that provides a sense of efficacy through immediate impact of direct service
- Mentorship from employer overseeing a small team
- Professional development workshops, and holiday and student staff appreciation events with larger Student Technology Fund, Student Union, and Student Affairs IT student staff
- Opportunities for public speaking/presentations
- FERPA and data confidentiality training

TERMS OF EMPLOYMENT

1. Must be a currently enrolled UC Berkeley student with a minimum GPA of 2.0
2. Period of employment begins in June 2021 and runs through June 2022.
3. Offer is contingent upon successful clearance of criminal background check.
4. Position requires both in-person/on-campus work and remote work. Strict adherence to COVID-19 safety protocols is essential whenever working on-campus.
5. Must be available to consistently work 10-15 hours per week throughout the period of employment, including some of winter break.
   a. Must attend (virtually and in person) the following:
      i. STEP office hours (regular weekly, but flexible)
      ii. STEP staff meetings (regular weekly, but flexible)
      iii. STEP shipment and inventory management (regular weekly)
6. Continued employment is contingent upon satisfactory annual job performance evaluation by supervisor.

HOW TO APPLY

1. Please email a cover letter and resume to cdasupervisor@berkeley.edu.
2. Please put "STEP Program Associate - [Your Name]" in the subject line of the email.
3. Cover letters are weighed heavily in this process; demonstrate your research and understanding of the STEP and the relationship between this role and your interests to gain an interview.
4. Generic cover letters will not be successful. In your cover letter please address the following questions:
   a. Why are you interested in working for STEP?
   b. Why is technology equity important?

Applications will be accepted on a rolling basis until the position is filled.

Opens: April 5th, 2021
First Application Review Date: April 19th, 2021
Desired Start Date: June 1st, 2021 (flexible)