



We are hiring a Technology Support Specialist!

Who we are:

The Community Learning Center (CLC) empowers a diverse community of adult learners to transform their lives and realize their potential through education, skills development, and community participation. Learners are predominantly low-income Cambridge residents and come from a variety of ethnic, linguistic, and racial backgrounds. They are enrolled in English classes or Adult Education for high school equivalency, employment training, or preparation for college. These videos share more about the CLC: [50th Anniversary](#) [Friends of the CLC](#)

We are looking for a candidate who will...

- Assist CLC Technology Coordinator in supporting hardware and software infrastructure
- With department IT staff, maintain the computer lab and all CLC mobile technology (Chromebooks, laptops, hotspots, etc.)
- Provide support and technical assistance to CLC staff and departments, both administrative and instructional
- Assist new staff in technology onboarding
- With CLC Technology Coordinator, support CLC database in Smartsheet including tailoring as necessary
- Organize and maintain CLC SharePoint resource library
- Provide basic hardware orientation and troubleshooting support to students as necessary

The ideal candidate has many of the following:

- Demonstrated IT training or experience
- Excellent problem solving, organizational, and troubleshooting skills
- Excellent communication and customer service skills
- Sensitivity to the needs of the adult learner population
- Commitment to professional growth and learning

This is a FT position with excellent benefits!

- This is an 11-month per year permanent 37.5 hr/wk position with salary paid over 12 months at \$26.53/hr
- Health, dental and vision insurance
- Vacation, personal and sick days with sick incentive pay eligibility and management bonus of \$2700 /year
- City employee commuter benefits (T-Pass reimbursement, Bluebikes membership, EZRide Shuttle membership)

Interested but not sure if you are right for the job? Contact Karen or John (see below)!

Join Our Team!

Apply for Technology Support Specialist posting online at www.cambridgema.gov/Jobs AND email directly to Karen Fortoul (kfortoul@cambridgema.gov) and John Galli (jgalli@cambridgema.gov).



Find us on 