Community Ambassador - MidTown Tech Hive
Job Description

As technology and innovation continue to accelerate, the need for digital competency and connectivity has never been greater. DigitalC is a non-profit organization that empowers Greater Cleveland to achieve success through technology, innovation and community. With the focus on connectivity at its core, DigitalC is currently focused on developing and providing affordable, reliable and sustainable broadband access to Cleveland's un and under-connected communities. It's location at The MidTown Tech Hive allows DigitalC to connect and partner with some of Cleveland's most underserved communities. Our diverse and vibrant coworking space brings community together to learn, grow, and connect through technology and personal interaction.

If working with and for your community is something you are passionate about, we'd love to speak with you.

The Tech Hive Community Ambassador will be responsible for assisting with day to day operations at the Tech Hive as assigned. The Community Ambassador will report to Anna Buchholz, Tech Hive Manager.

Primary Responsibilities:

- Assist with daily functions of the Tech Hive (duties as assigned)
    - Work with Tech Hive staff in completing daily tasks
    - Greet and direct guests
    - Assist with event setup/breakdown
    - Conduct walk-through of the building several times daily to ensure that shared space is in good condition
    - Prepare conference rooms for meetings (clean dry erase boards, shut down technology, remove any items left behind, push in chairs)
    - Ensure kitchenettes and printer areas are well stocked with supplies

- Help manage operating functions of technical devices
    - Set up hardware and install and configure software and drivers
    - Assist with managing security options and software in computers and networks to maintain privacy and protection from attacks
    - Perform regular upgrades to ensure systems remain updated
    - Troubleshoot system failures or bugs and provide solutions to restore functionality
    - Troubleshoot and maintain printers and multifunction devices
    - Update inventory and keep records of repairs and fixes for future reference

- Assist with ReStart classes as needed
    - Assist with classroom/laptop setup
    - Manage ReStart Program equipment, including maintaining PC log, troubleshooting minor technical issues

- Assist in managing the Laptop Lending Library
    - Offer training and assistance to community members utilizing the library
    - Manage and keep track of laptops
    - Assist with classroom setup/breakdown
    - Keep inventory list updated

Desired Qualifications & Experience
- Passion for and understanding of DigitalC's mission and values
- Strong customer service skills
- Excellent verbal and written communication skills
- Exceptional organizational and multi-tasking skills
- Strong ability and passion for working with diverse audiences
- Proficient in basic computer skills, including Google suite
- Willingness to learn new skills
- Flexible and able to work in a fast-paced environment

Please send resume to anna.buchholz@digitalc.org.