



Buffalo Center for Arts and Technology (BCAT) is a not-for-profit whose mission is to provide opportunities for careers through the arts, technology and workforce development. Our vision is improving high school graduation rates; access to safe environments to learn and prosper; develop family-sustainable wage earners; and contribute to economic and social growth. BCAT is located at 1221 Main Street in Buffalo NY.

### **How to apply:**

Interested candidates should submit a resume and cover letter and the names of three references to Cassie Puccia at [cpuccia@bufcat.org](mailto:cpuccia@bufcat.org). Please indicate which position you are applying for in the subject line. Applications will be accepted until the position is filled.

### **BCAT seeks a CompTia+ (Help Desk Support) Instructor**

**Position Title:** CompTia+ Instructor

**Primary Reporting Responsibility:** Adult Workforce Development Program Director

**Status:** In person, Part time

#### **Job Description:**

The Part-time CompTia+ (Help Desk Support) Instructor will teach in-classroom instruction to a maximum of 15 adult students. Topics covered will include installing/configuring hardware, software and multimedia devices; troubleshooting hardware and software network challenges, supporting operating systems, and securing/managing private and shared workstations, data and resources. Classes meet for 12 weeks, Monday - Thursday for 3 hours each night from 5:30pm-8:30pm. BCAT uses a standardized curriculum/syllabus for the technical knowledge and provides support as needed.

Classes start June 26 - September 17, 2023 and from January 16- April 14, 2024. Instructors are compensated for 12 hours a week with 4 hours of paid prep time each week.

#### **Essential responsibilities:**

- Present facilitative, well-prepared, organized, and clear lectures and classroom activities consistent with the course syllabus and Adult Workforce Program policies. Prepare lesson plans as required.
- Promote students' development and effective use of critical and analytical thinking evaluation skills, understanding of hardware, software installation, operating systems, visualization and cloud computing, basic networking, troubleshooting, and security skills, communication, professionalism, customer service, problem-solving, and decision-making.
- Must possess interpersonal communication skills with the ability to transfer information positively, clearly, and concisely with adult learners.
- Must be able to develop and maintain excellent relationships with a diverse staff and student population.

#### **The right candidate will have:**

- Associate or Bachelor Degree in Computer Science
- IT Help Desk CompTia A+ Certification
- 3 Years IT practical experience
- Ability to prepare lesson plans, manage grading and attendance, and prepare students to pass the CompTIA Certification Exam
- Proficient with using computers to enter grades and attendance electronically (Microsoft Word or Excel)
- Consistently demonstrate the highest levels of integrity.
- Keep education/class relevant and engaging for adult learners, incorporating real-world career experiences from both the instructor and students
- Must pass a background check, and meet the NYSED teaching credentialing requirements.
- Meet BCAT requirements of 85% retention, graduation, certification of students

**About BCAT:**

BCAT is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status. BCAT seeks to recruit, develop and retain the most talented people from a diverse candidate pool.

**Shared Values and Expectations:**

- Serve as an ambassador of BCAT, demonstrating our mission and values positively and professionally and acting as a role model for our adult and youth students
- Show a solid commitment to Diversity, Equity, and Inclusion and contribute to BCAT's community values which are to "respect, listen, embrace, shape, learn, influence."
- Demonstrate professionalism and accountability at all times
- Contribute to the development and sustainability of BCAT
- Proactive and willing to help out where and when needed
- Exemplify a commitment to collaboration, teamwork and partnerships
- Take the initiative to analyze and solve problems
- Maintain a high standard of ethics, integrity, and confidentiality