

Job Title: ICT Coach Assistant (Part-Time, Fixed-Term)

Location: Ondangwa

Reports To: Centre Manager and Regional Manager

Job Summary:

The ICT Assistant Coach will support the delivery of digital literacy and ICT training to community participants including youth, women, and caregivers. Working under the guidance of the library staff and ICT Coach, the Assistant Coach will help manage ICT sessions, provide technical assistance, and contribute to the smooth operation and maintenance of ICT labs at community library hubs in Ondangwa.

Key Responsibilities:

- Deliver basic to advanced digital literacy and computer training tailored to the needs of youth, women, caregivers and community members.
- Provide one-on-one support to learners during training sessions to enhance understanding and confidence.
- Set up and prepare ICT equipment for each training session
- Monitor functionality of computers, tablets, printers, and connectivity services.
- Assist in tracking equipment usage and updating software when required.
- Maintain accurate attendance records, training logs, and documentation of participant progress.
- Assist in gathering participant feedback and reporting any challenges to the ICT Coach.
- Contribute to monitoring and evaluation processes by documenting training sessions and outcomes
- Encourage community members to utilize the ICT hub services.
- Support promotion and outreach activities at the library and in the surrounding community.
- Collaborate with local stakeholders to identify participants and support inclusive participation
- Ensure safeguarding protocols and child protection measures are adhered to at all times during the implementation.
- Facilitate impact assessments, feedback collection, and contribute to monitoring and reporting.
- Assist with inventory management of ICT assets at the community centre

Qualifications and Experience:

- Certificate or diploma in Information Technology, Computer Science, ICT Education, or a related field.

- Minimum 1 years of experience in ICT training, digital education, or technical support.
- Demonstrated ability to teach digital and computer literacy to diverse groups, including vulnerable youth and women.
- Knowledge of cybersecurity, digital entrepreneurship, and e-learning tools is an advantage.
- Strong communication, facilitation, and interpersonal skills.
- Fluency in English and at least one local language is desirable.

Core Competencies

- **Supportive Facilitation:** Ability to assist effectively in group and individual ICT learning sessions.
- **Technical Knowledge:** Basic troubleshooting and familiarity with ICT devices and software.
- **Community Sensitivity:** Respectful and inclusive approach toward learners from diverse backgrounds.
- **Safeguarding Awareness:** Understanding of child and youth protection in digital learning spaces.
- **Teamwork:** Willingness to collaborate and receive guidance from the ICT Coach and library staff.