POSITION: IT Help Desk Instructor-Part-Time

OFFICE/DIVISION: Workforce Institute

BULLETIN No: 01102026

HOURLY RANGE: $30.00-$35.00(Commensurate with experience)

OPENING DATE: October 14, 2026

EMPLOYMENT TYPE: Part Time/Regular-Evenings (20 to 25 Hours Workweek)

LOCATION: Hybrid, Washington, DC

CLOSING DATE: Open until filled

MAJOR DUTIES:

Provide students with the education and skills needed to obtain recognized information technology (IT) certifications. Facilitate "real world" scenario training with hands-on IT education simulations that will be performed in the classroom. Provide instruction in industry recognized operating systems, software and technology in preparation for nationally recognized certification examinations. Instructor will design activities which will develop, captivate and stimulate student knowledge and comprehension of the information technology field.

BRIEF DESCRIPTION:

Develop and deliver curriculum-based classroom and laboratory instruction. Prepare lesson plans and communicate course and daily instructional objectives. Utilize active learning strategies, technology, multimedia, and varied instructional methods to meet diverse student learning needs. Maintain effective classroom management and a productive learning environment. Develop and administer quizzes, examinations, and other assessments to evaluate student learning and prepare students for national or industry-recognized certification. Maintain accurate records of student attendance, progress, performance, and training outcomes. Provide academic advising, mentoring, and instructional support to students. Promote critical thinking, problem-solving, and higher-order learning skills. Conduct initial participant intake and assessments and assist with student recruitment activities.

Maintain relationships with employers and IT industry partners to ensure curriculum relevance and develop internship/work-based learning opportunities. Maintain current knowledge of information technology, industry trends, certifications, and instructional practice.

CORE COMPETENCIES:

- Ability to deliver engaging, structured, and student-centered instruction while maintaining an effective and inclusive learning environment.
- Skilled in developing lesson plans, instructional materials, course objectives, and learning activities aligned with established curriculum and program standards.

- Supports student recruitment, outreach, intake, assessment, and enrollment activities to strengthen program participation and student retention.
- Demonstrates current knowledge of information technology concepts, tools, systems, and industry practices while incorporating relevant technology into instruction.
- Utilizes active learning strategies, multimedia, audio-visual resources, technology, and hands-on activities to accommodate diverse learning styles and increase student engagement.
- Develop quizzes, examinations, practice activities, and other assessments to measure student learning and prepare participants for national industry certifications.
- Maintains accurate and timely records of attendance, academic progress, performance, assessments, and other required student documentation

MINIMUM QUALIFICATIONS:

Bachelor's degree in information technology or related field with two (2) years of "hands-on" experience in the technology industry and tech support. CompTIA, IT Fundamentals+ introduction, certified in CompTIA A+ (220- 1201) and A + (220- 1202) Demonstrated experience teaching A+ curriculum or the equivalent to adults. Knowledge of current adult education methods and strategies including differentiated instruction, assessment, evaluation, and collaborative techniques and strategies that address closing the gap in student access and achievement regarding diversity. In addition, an excellent working knowledge of MS Office Suite (Word, Excel, Outlook and Power Point) is desired. Ability to use/learn electronic time-keeping program. Must be able to work sensitively and effectively with individuals of diverse educational, socio-economic and cultural backgrounds.

DESIRED QUALIFICATIONS:

Master's degree in information technology and five (5) years of experience in the technology field; and, IT Fundamentals+, CompTIA A+(220-1201) and (220-1202) certification. The ideal candidate will have knowledge of current adult education methods and strategies including: differentiated instruction, assessment, evaluation, and collaborative techniques and strategies that address closing the gap in student access and achievement regarding diversity. In addition, an excellent working knowledge of MS Office Suite (Word, Excel, Outlook and Power Point) is desired.

OTHER REQUIREMENTS:

In the event that an offer is extended, the candidate will be required to successfully complete a criminal background check and/or FBI fingerprinting, and pre-employment drug screening as applicable for the position.

All qualified applicants are encouraged to apply for this position or any other position currently advertised on our website. Please visit us at www.upo.org to view all of our vacancies and to learn more about our company and services.

UNION/FLSA STATUS: Union / Exempt

This position *IS in* the collective bargaining unit of the CWA Union.