

Digital Equity Specialist (Regular Full-Time)

Closes January 7, 2025, 11:59 pm Eastern



Apply Now!

To apply and for more information about the position, <https://bton.in/DESJD>.

For more information about the ITS department, <https://bloomington.in.gov/departments/its>

About the Position

The Digital Equity Specialist is responsible for advancing the goals of the City's digital equity strategic plan. Serves as program manager for the City's digital equity efforts. Position works with local organizations, guides/facilitates connection of residents to broadband subsidy programs, trains community members on internet use, and addresses other gaps identified by the City's digital equity strategic plan. If this sounds like you, please apply today to join our exciting team working for the people of Bloomington!

About ITS

Beyond tech support: Modern governments need a broad range of information technologies to serve their constituents. From computers, software, and computer training for city employees to the city's Geographic Information Systems and a fiber optic ring called the Bloomington Digital Underground, the Information & Technology Services (ITS) Department makes sure our sister departments are equipped with the tools they need to serve the public.

City Benefits (2024)

We offer an excellent benefits package to regular full-time and part-time employees, including health care, dental, vision, retirement, deferred compensation plans, flexible spending accounts, life insurance, long-term disability, holidays, and personal time off.

- Eligible employees receive 13 paid holidays per year. They may earn up to 4 weeks (160 hours) of Paid Time Off in their first year of employment and 5 weeks (200 hours) in their second calendar year of employment.
- The City contributes 100% of the 14.2% of a regular employee's salary to their retirement fund through the Indiana Public Retirement System (INPRS). Employees may contribute additional pre-taxed dollars to a 457(b) Deferred Compensation Plan account to supplement their retirement earnings. The City will contribute double the amount of the employee's 457 (b) contribution to a 401(a) account up to \$30 per pay.
- Health, vision, and dental insurance premiums are subsidized by the City and are available on day one of employment to regular employees. Employees may elect the High Deductible Insurance plan with the City providing an HSA contribution and if the employee is a non-smoker or participating in the Tobacco Cessation program, the employee only plan is at no cost to the employee.
- Employees and their dependents (ages 3 and up) who are on the City's health insurance may utilize the City Employee Health Clinic.
- Employee Tuition reimbursement plan. Conditions and restrictions apply.
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- Employees may receive over \$2,400 per year in HSA contributions and wellness reimbursements, insurance discounts, and incentives.
- The City offers life insurance, accidental death and dismemberment, and long term disability insurance at no cost to employees. Employees may elect voluntary term life and short-term disability insurance.
- After 1 year of employment, six weeks of paid parental leave are available to eligible employees.
- Student Loan Forgiveness: The City of Bloomington is an eligible employer for the Public Service Loan Forgiveness program. The PSLF Program forgives the remaining balance on Direct Loans.*
- City Employees can participate in the Sustainable Commuter Incentive program for financial incentive.
- City Employees are able to ride the Bloomington Transit for free.

Job Description

- Position:** Digital Equity Specialist
Department: Information & Technology Services
Job Type: Regular Full-Time (35-40hrs/week; with benefits)
FLSA: Non-Exempt
Salary: \$69,498.00 Annually
Schedule: Monday through Friday, 8 am and 5 pm, some evenings and weekends as needed.
This position is eligible for some telework for a portion of the week.



Duties

This job description is illustrative only and is not a comprehensive listing of all job functions performed. The following are essential duties for this position, performed with or without reasonable accommodation:

Essential (Primary)

- Serve as program manager and primary point of contact for the City's Digital Equity Program, including management of budgets, resources, projects and personnel (interns) associated with City's Digital Equity Program.
- Responsible for strategic planning around digital equity, including the continued development, maintenance and execution of the City's Digital Equity Strategic Plan.
- Facilitate community dialog on Digital Equity, convening appropriate community institutions to address digital equity challenges. Support and maintain community digital equity coalition.
- Coordinate annual ITS Digital Equity Grants program, including promotion, application, award and monitoring processes.
- Identify and pursue federal, state and local digital equity grant funding opportunities to enhance City and community digital equity programming.
- Promote Federal, State and local digital equity support services (such as US Affordable Connectivity Program) to eligible residents.
- Effectively, tactfully and courteously communicate and promote the City's Digital Equity plans and projects through website, print, social media and other platforms.
- Provide/arrange training opportunities for residents on effective, safe and secure use of the internet. Partner with not-for-profit organizations to connect with supported populations.
- Collect performance data on Digital Equity Program efficacy; develop, evaluate and report on performance indicators.
- Provide consultative services to City departments, public and not for profit agencies to improve digital equity. Coordinates with City department program officers to promote digital equity.
- Identifies, monitors, and evaluates public and private sector activity and innovations in digital equity program management.

Non-Essential (Secondary)

- May assist eligible residents with broadband sign-up process, including successful enrollment, installation and usage (Digital Navigation).
- Performs related duties and fulfills responsibilities as assigned.

Job Requirements

- Bachelor's Degree in Business, Public Administration, Public Policy, Social Work, Information Technology, Instructional Systems Technology, Learning Technology, Telecommunications or relevant field, or equivalent knowledge, skills, and abilities to perform the essential duties of the position.
- Master's Degree Business Administration, Public Administration, Policy Administration, Social Work, Information Technology, Instructional Systems Technology, Learning Technology, Telecommunication or relevant field, preferred.
- Minimum experience equivalent to one year in community organizing and coalition building.
- Minimum experience equivalent to one year in providing customer service.
- Preferred experience leading multidisciplinary and or multi-organizational projects and/or teams.

- Preferred experience supporting low-income populations such as those currently underserved by broadband providers.
- Preferred experience with performance tracking and data management, including data analysis tools and spreadsheets.
- Preferred experience with in-person and remote IT support.

Level of Supervision and Responsibility

Received:

- Incumbent receives primary direction from the ITS Director. Position performs majority of duties with little direct supervision. Work is periodically reviewed for overall soundness in practices and conformance with city goals.

Exercised:

- Incumbent supervises Digital Equity Program interns.

Difficulty of Work and Personal Work Relationship

Difficulty of Work:

- Work is performed in a modern office environment, but some fieldwork including external training and house visits may be required.

Personal Work Relationships:

- Incumbent maintains frequent contact with ITS leadership, other city employees, Federal and State digital equity program offices, local community leaders (public, educational, private & nonprofit), in order to improve digital equity in Bloomington. Additionally, relationships fostered individual community members in need of digital equity support.

ANYONE WISHING TO APPLY FOR THIS POSITION WHO DOES NOT HAVE ACCESS TO A COMPUTER MAY APPLY AT **CITY HALL, HUMAN RESOURCES DEPARTMENT** (401 N MORTON STREET, SUITE 230, BLOOMINGTON, IN 47404).

AN EQUAL OPPORTUNITY EMPLOYER
La Igualdad De Oportunidades De Empleo Es La Ley.

The City of Bloomington does not discriminate on the basis of race, color, sex, ancestry, sexual orientation, gender identity, national origin, citizenship status, religion, age, veteran status, housing status or disability in employment or the provision of services.

The City of Bloomington validates authorization to work using eVerify. The City will provide the Social Security Administration and, if necessary, the Department of Homeland Security, with information from each new employee's I-9 form to confirm work authorization.