



**PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2022-013
ADMINISTRATION
INFORMATION TECHNOLOGY
DIGITAL NAVIGATOR**

Position Title:	Digital Navigator	Pay Level:	\$15.00 - \$24.00
Position Open Date:	07/25/2023 – Until Filled	Department:	Information Technology
Position Status:	Full-Time	Classification:	Non-Exempt
Supervisor:	Digital Navigator Manager	Location:	Information Technology

POSITION SUMMARY:

The Digital Navigator provides individualized or small group assistance to community members who need affordable home internet service, affordable internet capable devices, and/or coaching in introductory digital skills in order to become effective home internet users. This assistance is provided primarily by voice telephone but may also include email, text, video chat, and other communication methods that work for the learner. The Digital Navigator’s work is part of the Jemez Pueblo Tribal Network’s efforts to bridge the technology gap and equitable internet access for the community members of Jemez Pueblo.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION & EXPERIENCE:

High school diploma or General Equivalency Diploma (GED).

REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:

New Mexico Driver’s License
Background Investigation

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

[Pueblo of Jemez – Human Resources Department](#)
[PO BOX 100 Jemez Pueblo, New Mexico 87024](#)
Phone: (575) 834-6333
Fax: (575) 834-0604
E-mail: humanresources@jemezpuablo.org

Mobility to work in typical office and clinical setting; agility and dexterity to use standard office and medical equipment; stamina to sit and stand for extended periods of time; strengths and agility to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

ESSENTIAL FUNCTIONS:

- Receive, return or initiate telephone contact with clients seeking assistance or identified by JNET for assistance
- Discuss with each client their home internet access or need for home internet access, technology experiences and their devices.
- Assess their access to technology, current digital skill level pertaining to what they need to accomplish the plan, connectivity needs, and internet use priorities. Set agreed goals for Digital Navigator services. Confirm the details with the client.
- If necessary, advise clients about free or affordable home internet service options for which they may qualify, assist clients to apply for services they choose, and support their efforts to secure service.
- If necessary, advise clients about sources of affordable computers or other internet connected devices for which they may qualify, and support their efforts to acquire appropriate devices and where they can get help for repair.
- Coach clients as necessary to use their home internet services in order to meet their internet use priorities. This may include both in person, phone, and online interactions, as well as referral to sources of additional digital literacy skill training.
- Track each client's progress and types of requests, keep accurate and timely records, and report outcomes as required.
- Plan and manage assistance to each client with the goal of fulfilling the agreed goals
- Other tasks as necessary.

REQUIRED KNOWLEDGE AND SKILLS:

- Computer operations and peripheral set up
- Computer applications related to assigned duties and activities
- Standard office administrative practices and procedures, including.
- Operation of common office equipment, including computer equipment.
- Policies and procedures related to the unit to which assigned.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Record keeping principles and practices.
- Customer service and public relations methods and practices.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.
- Teaching basic technological concepts related to internet services, computer and device characteristics, and common online services and applications.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Self-organization, language capacity, and cultural competency
- Telephone and online communication skills, including the ability to establish trust with clients of varied educational and cultural backgrounds.
- Using tact, discretion, initiative and independent judgment with established guidelines.
- Composing correspondence independently or from brief instructions.
- Organizing and maintaining accurate records and files.

- Operating standard office equipment, including computer equipment.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Providing excellent customer service, establish appropriate boundaries with clients, and to demonstrate innovation and flexibility
- Creatively solve problems and negotiate and handle stressful situations in a positive manner.
- Communicating effectively in Towa.

To apply for the position posted, please apply as follows;

Send;

Pueblo of Jemez Job Application

Cover Letter

Professional Resume

To;

humanresources@jemezpueblo.org

Or;

Pueblo of Jemez – Attention Human Resources Department

PO BOX 100

Jemez Pueblo, New Mexico 87024

Or;

Visit the Pueblo of Jemez Website – Careers

www.Jemezpueblo.org