

# Urban League of Broward County

## Job Description

Title: Small Business Technology Coach **Contractor**  
Division/Team: Small Business Entrepreneurship Division (SBED)  
Supervisor: Small Business Development Officer or as assigned  
Revision Date: January 2020

### **Purpose of Position**

A Small Business Technology Coach Contractor is ultimately responsible to coach the minority owned small business SBED clients with developing a strategic technology plan. The services are provided in six week cohorts for each SBED client.

### **Essential Duties and Job Responsibilities**

- ❖ Coach individual small business owners in 1:1 and/or small group.
- ❖ Ensure the technology strategies are current and trends are applicable for small businesses.
- ❖ Assist the client in identifying the needs that are best suited for their business.
- ❖ Create a technology action plan with goals that will include recommendations and guidance on IT technologies, services, and systems for each client that are attainable within six (6) weeks. The guidance can range from developing IT policies, implementation, improve process efficiency, and the current and future IT needs.
- ❖ Empower the clients with the ability to navigate through the essentials of technology.
- ❖ Provide feedback on clients' web-based development and graphic design.

### **Requirements**

- ❖ Bachelors Degree in Information Technology, Computer Science, or related field.
- ❖ Must be a Subject Matter Expert with 3-5 years of integrated technology and coaching experience.
- ❖ Ability to coach, train, and guide.
- ❖ Demonstrated knowledge and experience in Technology.
- ❖ Experience in information technology as system administrators, manager, and creative strategy/planning
- ❖ Ability to coach with comfort in bringing forward a strong point of view
- ❖ Tenacious attention to detail and ability to keep the clients on track.
- ❖ Ability to express ideas clearly in both written and oral communications.
- ❖ Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities
- ❖ Must have outstanding organizational skills
- ❖ Must have excellent presentation skills.
- ❖ Positive and team-oriented attitude
- ❖ Bilingual (English and Spanish or French or Creole) candidates is a plus.

### **Other**

- ❖ Must pass a Level 2 background and drug screening.

**Interested candidates must submit cover letter and resume to:**

**[Hiring@ulbcfl.org](mailto:Hiring@ulbcfl.org)**

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