Careers in Code

Student Success Representative - Job Description

JOB TYPE: Part time, Remote-first (2-3 hours / week)
BUSINESS VALUE: Student Outcomes
PAID: Yes

ABOUT HACK UPSTATE

At Hack Upstate, we work to advance Upstate NY's technology community. In pursuit, we [organize hackathons](#), operate a [coding bootcamp](#), offer web and mobile development classes, facilitate talks and lectures, and ultimately help align upstate tech talent with promising employment opportunities. To date, we've built a growing network comprised of thousands of Upstate NY technologists.

ABOUT CAREERS IN CODE

Careers in Code teaches computer programming to women & minorities to help fight poverty in CNY and provide them with the technical skills they need to obtain internships and full-time software development jobs with local employers after 24 weeks of instruction. You can learn more about Careers in Code [here](#).

ABOUT THE ROLE

We're looking for motivated individuals to help support our [Careers in Code](#) bootcamp **by helping our students to navigate and eliminate any potential barriers, challenges, hurdles, or problems they might have throughout the program.** You'll work closely with our students inside and outside the classroom to ensure their success and support them to the best of your ability. We're determined to have every student that was accepted into our program also graduate. You'll help to ensure we meet our goal.

JOB TYPE / WHEN YOU'LL WORK

This role is a remote-first, part-time role. Ideally, you'll be based in Syracuse, NY, to meet with our students on occasion in-person (coffee, lunch, co-works space, etc). However, most of your work will be done remotely via video conferencing (Zoom). You may need to put in hours occasionally on the weekends and after normal work hours given that our class is 5:30pm - 8:30pm and many of our students have full-time jobs during normal working hours (9am-5pm).

FEEDBACK

This is our first cohort and first time we're introducing this role. We're constantly looking to improve our program and the feedback from our community has been integral to our success. You must be comfortable to suggest new ideas, questions, comments, or concerns that help improve the quality of the program and you understand that there are always opportunities for improvement. We're always open to experimentation.

Note that one of our requirements of the program is that students must reside in Central / Upstate NY upon graduation.

DUTIES AND RESPONSIBILITIES
- **Work closely with our students to navigate and eliminate any potential barriers, challenges, hurdles, or problems they might have throughout the program**
- Attend classes at least once a week for an hour to inform students that you are available to support them
- Send a note periodically (email, slack, text message) to inform students that you are available to support them
- Check in with each student at least every two weeks
- Check in frequently with students that are not meeting Key Performance Indicators (KPI's)
- Submit weekly student progress reports
- Hold a weekly meeting with the program manager to discuss the progress of each student
- Be available on different mediums including (but not limited to): in person (coffee, lunch, before or after class, etc), emails, phone calls, Zoom calls, etc
- Actively review feedback surveys (student, instructor, TA's) to assess the progress of the students
- Hold office hours with students as needed outside of normal class times (weekends, Fridays, etc.)
- Streamline and automate processes with systems
- Provide the team with ongoing feedback

EXTRA AWESOME, IF YOU...
- Have experience as a social worker or have worked closely with individuals to help solve problems
- Have a background in software development
- Have experience using Trello, Slack and the Google software suite (i.e. Docs, Sheets, Slides)
- Are willing to work with a small team in which you are constantly providing feedback to improve the program
- Have prior experience with coding bootcamps, code schools, or similar programs

APPLY IF...
- You love working with people and you want to make a difference in CNY's economic future
- You write really, really well, and enjoy opportunities to grow as a writer every day
- You take pride in your excellent verbal communication & are energized by interacting with people
- You're remarkably detail oriented; checklists are your friend
- You're strikingly patient and have strong time management and organizational skills
- You collaborate well, and can thrive virtually with a remote-first distributed team
- You can take complex ideas, break them down and relay them as concise pieces of digestible information
- You're excited about developer evangelism and hacker culture
- You love solving challenging problems
- You can capably and successfully maneuver about dynamic and complex social situations
- You know what it takes to build and grow a community
- You thrive when positioned to help people
- You appreciate and understand the value of listening
- You have empathetic sensibilities, value character, integrity and "doing the right thing"
- You have a profoundly rich appreciation for your time, and invest it in pursuits of which you care deeply

TO INQUIRE FURTHER PLEASE CONTACT
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