



The Fortune Society  
BUILDING PEOPLE, NOT PRISONS

## **2024-2025 The Fortune Society Volunteer/Internship Program**

**About Fortune:** The Fortune Society, Inc. (Fortune) mission is to support successful reentry from incarceration and promote alternatives to incarceration, thus strengthening the fabric of our communities.

**Opportunity Title:** Digital Equity Assistance Volunteer  
**Department/Unit:** Digital Equity Program  
**Reports to:** Digital Equity Technology Trainer/Digital Navigator  
**Type/Status:** Part-Time, Volunteer (Unpaid)  
**Location:** Long Island City, NY – In Person  
**Days/Hours:** Up to 10 hours per week, Monday - Friday  
Help Desk Sessions in Morning (10 AM-12 PM) or Afternoon (1-3 PM)  
**Duration:** Commit to minimum 2 sessions per week, set schedule, for 11 weeks

### **Position Summary:**

Under the supervision of the Digital Equity staff, the Fortune Volunteer Student Intern will provide a blend of administrative, technical, and teaching support to the Digital Equity team and participants. This role combines hands-on IT support with community outreach. It may be expanded into facilitating a digital equity class, depending on capacity and performance.

### **Duties and Responsibilities:**

- Set up and manage the IT Support Desk
- Provide technical support to participants, including assistance with smartphones, email, document management, internet browsing, online applications, Wi-Fi, device support, and troubleshooting
- Assist in monitoring and managing open computer lab usage to ensure smooth operation
- Collaborate with other team members to ensure the efficient operation of the program services
- Available for one-on-one tutoring sessions in basic digital skills
- Possible opportunity to teach introductory digital equity classes

### **Qualifications:**

- Basic understanding of computer science principles and technical fundamentals
- Familiarity with common IT issues and troubleshooting techniques
- Excellent communication and interpersonal skills
- Experience in teaching/tutoring in an educational setting or with adult learners
- Ability to work both independently and as part of a team
- Passion for helping justice-impacted individuals and a commitment to social justice
- Sensitivity towards the population served by The Fortune Society, and ability to assist them without bias
- Pursuing a career in computer science or other IT related fields

### **Additional Requirements:**



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- Must be 18+ years of age

**To Apply:**

- Submit an online application at [fortunesociety.org/volunteer-or-intern-with-us/](https://fortunesociety.org/volunteer-or-intern-with-us/).
- Applications selected for a phone/Zoom interview will be contacted via email to schedule. If selected, candidates will need to submit their resume.