



Title: Assistive Technology Specialist (ATS)

TCS Associates, (www.tcsassociates.com) a leading provider of Assistive Technology (AT) solutions for people with disabilities, is looking for a motivated, organized, enthusiastic Assistive Technology Specialist (ATS) to join our fast growing team. The ATS will be responsible for providing direct AT support services for several of TCS's clients located in the Washington DC metro area.

The successful candidate must have working knowledge of Assistive Technology software and hardware. They must have a deep understanding of the Microsoft Office suite of applications and possess a desire to keep pace with the constant changes within the AT industry. Self-starters with a sense of urgency as well as the flexibility to adjust to client requirements are well suited for this challenging position. Additionally, the candidate must have strong verbal and written communication skills, an ability to work independently and in a team environment.

Role Description:

The primary role of the ATS is to provide installation, configuration and training support services for customers who are using Assistive Technology in a variety of environments. Work will be performed both independently and as a member of the TCS IT and AT support team.

Job Duties:

- Assess client's current skill level regarding their AT and computer acumen and to create an appropriate training plan
- Create training outlines and accessible reference materials for clients
- Train persons with disabilities to use their AT in one on one and group settings both in person and remotely
- Install, configure, troubleshoot and train on a variety of Assistive Technologies
- Train on Assistive Technology on a variety of platforms to include; PC, Android, and Apple products

Minimum Experience & Specialized Knowledge Required:

- Bachelor's degree from an accredited college or university with major course work in computer science or engineering, information technology, information systems, or a related field required. Equivalent work experience in a similar position may be substituted for educational requirements
- Possess a minimum of 2 years' experience working in installing, configuring, troubleshooting and training on a variety of Assistive Technologies
- Specific experience training and supporting persons to use AT
- Intermediate to advanced knowledge of Microsoft Office suite (Outlook, Excel, Word, PowerPoint)
- Experience in developing training outlines and accessible reference materials for clients



- Solid understanding of core troubleshooting techniques and how to determine when an issue is software or hardware based
- The ideal candidate will have experience installing, configuring, troubleshooting and training on a variety of computer concepts
- Certification in Dragon NaturallySpeaking Pro and/or JAWS a plus
- Certifications with RESNA e.g. ATP or CSUN are a plus
- Specific experience training persons who are blind to use a screen reader and persons with mobility impairment to use speech recognition software a plus
- U.S. Citizenship with the ability to obtain a clearance within 60 days of employment

Additional Requirements:

- Strong troubleshooting skills and attention to detail
- Excellent customer service skills
- Strong written and verbal communication skills
- Can lift up to 40 pounds
- Up to 30% travel required outside of DC Metro Area

Compensation:

- Salary: commensurate with experience
- Classification: Exempt
- Benefits: Flexible Work Hours, Unlimited PTO, Teleworking Options, Health, Dental and Vision (Including Domestic Partners), Dependent Care Spending, Transit & Parking Spending, Short/Long Term Disability, Life Insurance, 401(k) – with matching, Professional Development, and more!

*To apply for this position, please send your cover letter and resume with salary requirements to:
Jobs@TCSassociates.com*