

Mayor's Office of Housing and Community Development
City and County of San Francisco



London N. Breed
Mayor

Eric D. Shaw
Director

Digital Equity Manager

The position is located at the Mayor's Office of Housing and Community Development

MOHCD is seeking a dynamic leader for our Digital Equity Manager position. The Digital Equity Manager is responsible for leading the San Francisco Digital Equity (SFDE) initiative, a citywide effort to ensure all residents have essential technology access and skills. The Internet and digital technologies have been widely recognized as vital necessities in our modern world, and COVID-19 has made it more urgent than ever to bridge the digital divide. Through various programs and partnerships, SFDE is focused on helping the city's vulnerable populations leverage technology to improve outcomes in education, health, and economic advancement.

The 2019-2024 Digital Equity Strategic Plan outlines the City's goals and approaches to advancing digital equity. It includes strategies to strengthen technology access at affordable housing communities and neighborhood hubs, expand low-cost Internet options, distribute digital devices, develop innovative digital skill training programs, and build the technology capacity of community-based organizations (CBOs).

The Digital Equity Manager will provide overall direction for this initiative, overseeing continued implementation of our current strategies, while also responding and adapting to emerging needs and opportunities. Reporting to MOHCD's Director of Community Development, this position serves as a center of gravity and champion for digital equity efforts citywide and will need to collaborate closely with City departments and community-based partners. The position requires oversight of multiple projects and complex interrelated coordination. It also requires the ability to resolve organizational and service delivery challenges and the ability to apply City and departmental policies. This includes the ability facilitate multi-stakeholder convenings and coordinating work requiring inter-departmental cooperation.

Key responsibilities:

1. Own, implement, and adapt the City's Digital Equity Strategic Plan and other citywide digital equity recommendations.
2. Manage collaboration between MOHCD, the Department of Technology, Internet service providers, and affordable housing providers to expand and maintain the Fiber to Housing connectivity program.
3. Oversee Fiber to Housing resident engagement, onboarding, and device distribution program.
4. Manage outreach and public awareness efforts of existing resources for technology access or training.
5. Manage MOHCD's portfolio of digital equity-related grants, contracts, and RFPs.
6. Lead research projects and data analysis to assess digital equity needs and program progress.
7. Develop policy and regulatory recommendations for expanding Internet access and digital skills for local, state, and federal proceedings.
8. Organize events and convenings for City leaders, multisector stakeholders, and the general public, including annual Digital Equity Conference, Digital Equity Advisory Committee, and partnering with SF Public Library (SFPL) on the annual Connect with Tech Week.
9. Partner with stakeholders in MOHCD and other City departments on CBO technology capacity-building efforts, including collaboration with the City's Chief Information Security Officer on a nonprofit and small business cybersecurity program.
10. Represent work of SFDE in local communities and at city, state, and national forums.
11. Partner with other stakeholders to pursue new funding opportunities from state, federal, or private entities.
12. Support digital equity-related efforts and programs of other City departments, including SFPL, Department of Children, Youth, and Their Families, and Department of Disability and Aging Services.
13. Supervise the full-time Digital Equity Coordinator.

Desired Qualifications:

- Experience working on issues related to digital equity or bridging the digital divide, including Internet access or digital literacy gaps.
- Experience leading multi-stakeholder initiatives and partnerships.
- Strong background in policy analysis and research (both quantitative and qualitative).
- Strong project management skills with ability to manage multiple projects concurrently.
- Demonstrated commitment to DEI and experience in community engagement, particularly with low-income residents, seniors, people with disabilities, immigrants, and communities of color.
- Understanding of root causes of the digital divide and best practices for advancing digital equity.

Minimum Qualifications:

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification

1. A Bachelor's Degree from an accredited college or university; **AND**

2. Three (3) years of experience performing complex application or software development or programming, project management, grant management.

Substitution: A master's degree may be substituted for one (1) year of the required experience.