

Technology-based training yields 51 Ohio jobs

Written by Stephanie Groves
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DELPHOS — Connect Ohio's Digital Works training site at the Delphos Public Library is up and running with orientation classes held at 11 a.m. on Mondays. The program is open to the public.

"Digital Works: Connecting People & Jobs" is a sustainable job creation program bringing technology-based jobs to local communities. It connects 21st-century workforce opportunities to people who are seeking employment. It is a unique strategy to create jobs in areas facing high unemployment by leveraging broadband technology for call center and IT outsourcing.

Digital Works Operations Manager Heather Delany said 14 people have applied for the orientation program in Delphos.

"Fifty-one people in the state have completed the training and now have jobs," Delany said. "Currently, we have 200 folks actively enrolled throughout the state."

Delany said there have been 1,000 applications come in from across the state and one-half of

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the applicants have attended orientations.

The process to get accepted into the program includes an online application submission — which can be found at www.connectednation.org/applicant-intake-form — in-depth interview, skills intake and assessment, nationally-accredited job readiness certificate, background and credit check qualification.

Public Relations Specialist Lyndsey Klevin said this is a great time for awareness.

“The idea is to bring technology levels up in rural communities,” Klevin said. “With 144 hours of training and the job placement program, there is a quick turn around time.”

Students will complete 144 hours of training at their own pace with three milestones: 20 hours of basic computer skills; 20 hours of English and grammar skills; and 104 hours of customer service skills.

- Gate 1: Students will learn techniques and skills that will help in customer service-related jobs by watching videos and taking quizzes.
- Gate 2: Students will complete approximately six to eight skill tests that measure computer, English and customer-service skills.
- Gate 3: Students will practice script reading to improve their grammar, level of enthusiasm and tone. Students will also complete voice auditions during the third week of training.

“Those who complete the training start in level 1, a customer service-oriented position,” Delany explained. “There is career mentorship through levels 2, 3 and 4 which would include positions like technical help assistant or other positions that lines up with our goals.”

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The first training program began in Zanesville in May of 2013 and there are now nine training locations in the state, which includes Delphos, Zanesville, Logan, Norwalk, Portsmouth, Gallipolis, Woodsfield, Lynchberg and Carrollton.

“Seven of our nine locations just launched this year,” Delany said.

“It’s a really great opportunity to get people working in the tough economies facing rural communities,” Klevin said.

For more information, visit www.digitalworksjobs.com/.