Opportunity Council Volunteer Job Description

OC Department and Program: Early Learning and Family Services **Volunteer Supervisor:** Kurt Schaumberg **Supervisor Phone Number:** 363	**Position Title:** Technology Assistant **Number of Volunteers Needed:** 1 **Hours/Week:** 20 **Duration: 6 Months** **Schedule:** Monday - Thursday

I.   SUMMARY OF VOLUNTEER DUTIES

Technology Assistant will assist with maintenance of the Early Learning and Family Services network, server, computers and mobile devices. Will support Information Systems Coordinator by providing day-to-day technical assistance to staff related ELAFS computer needs, both hardware and software. Provides diagnostic and problem solving resloution for Macs and PCs, peforms prevantative maintenance for agency PC's used for educational purposes in the classroom.

II.   SKILLS AND ABILITIES REQUIRED

1. Excellent language skills, including demonstrated ability to express oneself clearly verbally and in writing.
2. Organizational skills including planning, coordinating and facilitating administrative systems, documentation and record keeping and time management.
3. Ability to follow program policies related to confidentiality and securing of such information in computer and other file systems.
4. Highly developed computer skills including upgrading and maintaining Windows and Apple OS and complex databases.
5. Ability to interpret, discuss information and train others which may involve terminology or concepts not familiar to many people; provide advice and recommend actions involving rather complex issues. May resolve problems within established practices.
6. Excellent diagnostic, troubleshooting, and problem solving skills.
7. Must be proficient in the use of computers and related information technologies.
8. Must be able to adapt interpersonal skills in response to individual styles, personalities and cultures.

III.   PHYSICAL REQUIREMENTS

Sitting: x   Kneeling/squatting:
Standing: x   Repetitive arm/hand movements:
Walking: x   Driving:
Lifting: x
Carrying: x
Pushing/pulling:x
Climbing Stairs:x
Climbing Ladders: x
Reach above shoulder: x