

# Technical Support Volunteer

Supervisor – Communications and Development Director



## Mission:

We empower people struggling in poverty to reach economic stability.

## Technical Support Volunteer Position Summary:

In current times, people are needing to connect via technological means more than ever! Our Foster Grandparent volunteers, seniors age 55+, are using iPads (equipped with FaceTime and Zoom) to connect with children and teachers in the Early Head Start and Head Start classrooms in which they serve. As our dedicated Foster Grandparents navigate this new technology, they occasionally request technical support. As a Technical Support Volunteer, you will serve as a point person for our Foster Grandparents when they need that extra support and encouragement to troubleshoot solutions. (And you can bet you will make a friend for life, too! 😊)

## Duties and responsibilities:

- Field phone calls from Foster Grandparents when they have a technical support need and troubleshoot solutions
- Provide patient and encouraging support
- Communicate with program staff regarding the status of the issue, including if further support is needed

## This position is for you if you:

- Enjoy connecting with people
- Are a good listener
- Have ability to provide clear and patient instruction over the phone
- Have a knack for problem solving and asking questions to troubleshoot solutions
- Are patient and able to provide encouragement
- Are able to effectively communicate and follow-up as necessary
- Have basic knowledge of how to use an iPad and access/use the following applications: Google Calendar, Mail, Zoom, and FaceTime

## Other requirements/information:

This is a **\*virtual\*** volunteer experience! You will need to have a phone and be open to receive calls during the work week (Monday through Friday) between 8:30 AM and 5:00 PM. Time spent completing service will vary depending upon the need for technical support.

## Ready to get started?

We're so glad! Complete a background check form and application on our [website](#). If you have questions, or would like to learn more, contact Heather Loughman at (402) 875-9339 or [hloughman@communityactionatwork.org](mailto:hloughman@communityactionatwork.org).