

VOLUNTEER JOB TITLE:

IT Support Volunteer

JOB LOCATION/VOLUNTEER REPORTS TO:

IT Supervisor

TIME COMMITMENT REQUIRED:

Two hour shifts at the Reference Desk

PURPOSE OF VOLUNTEER JOB:

Provide one-on-one assistance for patrons who require more time than a Reference Librarian can give

DUTIES & RESPONSIBILITIES:

- Assist patrons with their technology questions and to use library resources
- Provide troubleshooting for patrons with their various electronic devices

SKILLS/ABILITIES/QUALIFICATIONS REQUIRED:

- Ability to speak, read, and understand English
- Ability to work congenially with staff, the public, other volunteers and convey a positive, friendly attitude
- Ability to understand and follow written and verbal instructions, policies, and procedures
- Ability to received instruction from library staff and the cooperation to abide by library policies and regulations
- Proficiency in the use of and troubleshooting popular electronic equipment such as iPads, tablets, Smartphones, a variety of e-Readers, and the Library's digital resources
- Feel comfortable in searching for answers to questions regarding technology when the answer is unknown

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