



Position: Community Engagement Tech Specialist	
Reports to: Director of Community Services	
Department: Community Services	
Status: Non-Exempt	Hours: 40 per week
Date: July 2021	Approved: John T. Mandeville

Job Function:

The Community Engagement Tech Specialist will support staff, volunteers, and older adults to connect via various technology to alleviate social isolation and to participate in a wide range of classes and activities to help fulfill CVCOA's vision of "a world where aging is honored" and its mission "to support Central Vermonters to age with dignity and choice."

Essential Functions:

1. Support staff members and volunteers leading classes or events:
 - a) Selecting platform.
 - b) Identifying necessary equipment.
 - c) Training to use platform, to schedule classes, and troubleshoot.
 - d) Be available before and after class/event to troubleshoot.
2. Support clients and class/event participants:
 - a) Access connectivity needs.
 - b) Help select devices for purchase or use.
 - c) Help set-up device and troubleshoot problems.
 - d) Help new users access various communication tools.
3. Train volunteers, in collaboration with our Volunteer Coordinators, to help clients set up and use new devices and software and provide basic tech support.
4. Create tutorials and guides for staff, volunteers, class participants and clients on how to access and use the technology or perform specific tasks.
5. Identify vendors and other sources supplying devices by donation, discount or promotion.
6. Participate in systems advocacy work on behalf of connectivity for older Vermonters.
7. Participate in the agency Internal Tech Team.
8. Other duties as assigned.

Knowledge, Skills, and Abilities:

1. BA required with 3+ years relevant experience.
2. Demonstrated skill and experience with individualized training and mentoring.
3. Patience and a sense of humor.
4. Able to communicate well in a non-technical way.
5. Able to work well with diverse groups, including older learners and those with little experience with technology.
6. Able to work in a variety of situations and to create partnerships in local communities.
7. Attentive to detail, well-organized and able to collaborate and solve problems.
8. Effective written and interpersonal communication; experience with public speaking helpful.

Computer Skills:

1. Knowledge of and experience with a wide variety of software platforms, operating systems and devices, including Microsoft Office 365, databases, Zoom, and other web-based tools.

Mental Demands:

1. Able to prioritize and multitask.
2. Able to be self-motivated and to work independently.

Working conditions:

1. May work remotely.
2. May require home visits to clients.