Volunteer Tech Tutor Job Description

Like many organizations, we have increased the number of virtual programs available so that people can participate from the comfort of their homes. Preferences for in-person programs aside, we will be offering virtual programs moving forward. In addition, we want to make sure that we provide anyone interested in learning how to participate with support to do so.

To help others learn how to participate in our virtual programs, we're organizing a team of patient and friendly Tech Tutor volunteers who can support new learners free of charge over the phone. Our Tech Tutor team is familiar with technology and will be trained to help older adults with simple to follow instructions that explain the basics of using a computer or tablet to join a video call using Zoom.

In short, our volunteer Tech Tutors are:
● People who feel comfortable and confident using their technology skills. Familiar with a variety of devices (i.e. Apple iPad, Android tablet and Windows laptop).
● They own at least one device, either a desktop computer, laptop, or tablet. They use it for various reasons almost daily. They are very comfortable with everyday tasks such as email correspondence, connecting their device to Wi-Fi, visiting a website on the internet, copying and pasting text, downloading, watching YouTube videos, installing apps and navigating a settings menu.
● Most importantly, they are pleasant, happy, patient individuals who project a positive, cheerful and helpful demeanour.
● Wanting to help others in their neighbourhood grow and participate in our increasingly online community.

Responsibilities
● Communicate to the organization staff member primarily through email at set times identified in training.
● Conduct one short phone interview.
● Conduct approximately 2 hours of online training.
● Calling learners at a designated time.
● Provide detailed oral instructions on how to accomplish tasks. Communicate effectively – avoiding technical jargon.

Qualifications
● Confident technology user.
● Strong verbal communication.
● Access to a personal device such as a tablet or computer that has access to the internet.
● Use of your internet.
● Access to a phone and the ability to make local daytime calls.

Working conditions

This is an unpaid volunteer position. It is required that you work from your location in a private and appropriate area for you to make one-to-one phone calls. For example, a quiet room in your home with no/limited background noise, a coffee shop or a library is not ideal.