

## Tech Tutor

### Qualifications:

- 18 years or older
- Ability to communicate effectively in English
- Possesses working knowledge of PCs, Microsoft Office, Internet, as well as familiarity with the basic functions of saving and printing materials
- Patience and good communication skills; ability to work with diverse library users
- Friendly, courteous, and enthusiastic attitude
- Reliability when scheduled to assist in a computer class

### Responsibilities:

- Be available to respond to requests from patrons as needed
- Assist users one-on-one with such tasks as logging on to the computers; Microsoft Office applications; printing; resume formatting; Internet searching; and email
- Troubleshoot minor computer and printer problems
- Identify any “Frequently Asked Questions” and share with staff and other coaches; consult reference librarians as needed
- Assist with computer classes

### Training and Support:

- Volunteer orientation (online)
- Library Policies (online)

Minimum Time Commitment Requested: 2 hours per week for six months

Supervisor: Head of Adult Services or Branch Manager