COMPUTER AND IT SUPPORT VOLUNTEER
ROLE STATEMENT

Position Title	**Computer and IT Support**
Responsible to	**Library Manager**
Council Program	**Community Services**

OUR VISION
To enhance the liveability and enterprise of our community.

OUR VALUES
Professionalism · Excellence · Service · Leadership · Resilience · Accountability · Inclusiveness

Key Relationships & Interactions

Accountability	This positon reports to and is accountable to the Library Manager
External Liaison	Government Departments, Local Government Authorities, Businesses, Community Groups, Community Members and Service Providers
Program Overview	With the continuing development of new technologies and conversion to online services, our Council libraries have experienced a growing increase in requests for assistance by the community to help overcome technology barriers. The demand includes instruction in basic computer skills, Internet, online communications such as email and Facebook, tablets, mobile phone applications, iPad and iPhone operations and wireless network access. Requests are so frequent and varied that staff have found they need volunteer input to meet this demand in a sustainable way.
Role Purpose	• Provide IT assistance to customers in an informal setting while encouraging and building confidence. • To assist customers with basic computing skills and troubleshooting of any technical problems that they might have. • To provide help with different forms of online communication tools such as iPads, mobile phones, tablets, laptops and digital cameras/photos.

Key Result Areas	Accountabilities
General	• Computer operations and associated software • Electronic communication using a range of email software such as Microsoft Outlook, Gmail, Hotmail, Yahoo etc. • Internet access • Electronic file management • Basic digital photography applications
Personal Attributes	• Excellent interpersonal and communication skills • Reliable • Patient and understanding • Trust worthy • Respect for confidentiality and privacy of individuals
Training	Undertake external and on-the-job training as required, to include: • Training (initial and refresher) for the attainment of skills applicable to the position • Legislative training not limited to but including Work Health & Safety Training and Human Resources (i.e. Equal Opportunity) • Council's policies and procedures

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Workplace Health and Safety & Additional Responsibilities

WHS / Risk Management

- Attend all training as identified.
- Perform all work in accordance with Council's WHS and Return Work policies, procedures and guidelines.
- Participate in consultative processes for the management of WHS.
- Familiarity and compliance at all times with Council's WHS and Return to Work policies, procedures and guidelines.
- Report any matters of hazards within the district of the Council affecting the health and safety of the general public, as part of Council's Risk Management responsibilities.

Equal Opportunities

- Demonstrate and promote equal opportunity principles in the workplace.

Code of Conduct

- To observe the requirements of the Code of Conduct for Employees that has been adopted by the Council including equal opportunities.

Selection Criteria

Qualifications and Experience	• Confident use of computers and a variety of software applications within the past five years. • Demonstrated aptitude for the use of mobile devices such as mobile phones, tablets and laptops.	**Essential**
Knowledge and Skills	• Knowledge of basic computer operations and software. • Sound understanding of electronic communication using various email software such as Microsoft Outlook, Gmail, Hotmail, Yahoo etc. • Internet searching and online services including electronic enrolments, logins & passwords, payments etc • Electronic file management • Digital photograph files and management • Interest in emerging technologies	**Essential**

Selection Criteria

- Screenings apply (initial and ongoing) and are not limited to
  - Work with Children Check
  - General employment probity screening (ie National Police Certificate)
  - Preplacement medical

Role Statement Agreement and Signatures

This role statement has been designed to indicate the general nature of duties performed by the volunteer. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of volunteers assigned to the role.

Volunteer Name		**Signature**	
Manager Name		**Signature**	
Agreement Date			

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