



Position: Tech Help Assistant

Location: Central Library-443 N. 6th Street, Grand Junction, CO 81501

Supervisor: Head of Information Services

Tech Help Assistants support Mesa County Libraries' mission to provide access to technology and learning opportunities for all. Volunteers help patrons build confidence with computers, smartphones, and tablets through one-on-one instruction. This is a hands-on opportunity to make a direct impact in helping community members learn essential digital skills.

Responsibilities, Duties, Functions, Tasks (what must be completed to achieve the goals):

- Provide one-on-one basic support to patrons with tasks such as:
 - Logging on to computers
 - Navigating Microsoft Office and Mac operating systems
 - Internet searching and email use
 - Resume formatting and online applications
 - Printing, saving, and managing files
 - Minor computer troubleshooting
- Assist patrons with smartphones and tablets, including app navigation and use of Google Drive and Microsoft Word.
- Communicate with library staff regarding patron needs.
- Arrive 15 minutes before event to help with set up

Qualifications (minimum experience, skills, education, knowledge):

- Proficiency with PCs, Microsoft Office, Internet use, and Mac OS.
- Familiarity with saving, printing, and managing digital files.
- Willingness to stay up to date on Windows and Mac OS updates.
- Patience, friendliness, and a calm, courteous demeanor.
- Ability to explain technology concepts clearly to beginners.
- Reliable, dependable, and able to communicate scheduling conflicts in advance.
- Enthusiasm for helping others learn and grow their digital skills.

Requirements:

- Must be at least 18-years-old
- Interview with Volunteer Coordinator, consent to background screening, and attend volunteer orientation
- Demonstrate competency by completing the required proficiency exam
- Observe and shadow at least two tech help sessions before transitioning to solo shifts
- Physical ability to operate computers, alternate between sitting and standing, and remaining seated for extended periods of time.
- Accurately record volunteer hours by clocking in/out during shifts or reporting hours to Volunteer Coordinator using Galaxy (online portal) by the 5th of each month

Time Commitment:

- Minimum of one 2-hour shift per week
- Tuesdays 11:45-2:30 PM



Volunteer Position Acceptance Agreement

Full Name: _____

Position Title: _____

Start Date: _____

By signing below, I acknowledge and agree to the following terms:

1. Acceptance: I accept the volunteer position listed above.
2. Requirements: I have read the position description. I confirm I meet all physical, skill, and time requirements.
3. Policies: I agree to follow all organization rules, safety guidelines, and code of conduct policies.
4. At-Will Service: I understand this relationship is voluntary. Either party can end this agreement at any time.
5. No Compensation: I understand that I am a volunteer. I will receive no financial payment or employee benefits.

"I certify that I have read this agreement, understand its terms, and freely accept this volunteer position."

Volunteer Signature: _____ Date: _____

Printed Name: _____

Supervisor Signature: _____ Date: _____

Printed Name & Title: _____