

POSITION DESCRIPTION - VOLUNTEER

TECH HELPER

Portfolio, Branch	Community Choice - Community and Education
Reports To	Team Leader, Customer Experience Librarian
Location	Queanbeyan, Bungendore and Braidwood libraries

Primary Purpose

To provide services and connection to individuals needing assistance with technology.

Key Tasks

- Helping people with their technology questions including:
 - Mobile devices
 - Printing and scanning
 - Microsoft Office
 - Photography
 - Social media
- Other tasks that are in the volunteer's skills and capabilities, as required and as agreed.
- Complying with workplace health and safety, risk, environmental and quality (HSEQ) objectives and targets

Preferred capabilities

- Ability to constructively contribute to organisational and team outcomes
- Confidence in using technology and searching for information on how to use technology
- Ability to select appropriate items for community member
- Capacity to communicate effectively both in oral and written form.

Key stakeholders

1. Internal - QPRC staff, managers and elected members of Council
2. Diverse external stakeholders throughout the Queanbeyan-Palerang Community

Standards

Performance is measured against QPRC's values (shown below) and the Ethical Framework for the Government Sector that requires those representing government to be apolitical and professional in implementing the decisions of the government of the day.



our reputation matters