

Computer Skills IT Support Volunteer at Redbridge Libraries

As one of our IT Support Volunteers you will provide support and help for users of our public computers. You will also help with our self-service kiosks and the photocopier on the Ground or Second floor.

Any activity involving sensitive data or financial transactions such as setting up bank accounts is NOT to be undertaken by any volunteers

Who you are

- You enjoy working with people of all ages
- You have a sensitive, warm, friendly personality and engage well with others
- You are flexible
- You are IT literate (at least intermediate level) and confident using Microsoft Packages (Word, Excel, Power Point), Internet Browsers, Email, Music Download Packages and others
- You have some experience of training adults in IT. This is not essential, but you must have the ability to teach in a patient, calm, non-judgemental and diplomatic manner
- You have excellent communication skills and are able to give instructions in a clear unambiguous manner
- You are self-sufficient and can work independently but feel confident to ask questions should the need arise
- You have a good command of spoken English and possibly other community languages
- You are 16 years or over. There is no upper age limit for volunteering

As a Computer Skills IT Support Volunteer you will:

- Help the public with logging in, scanning, printing, saving files
- Help with saving and attaching documents on a computer
- Assist with online application forms
- Help with accessing email accounts and restoring forgotten passwords
- Word document editing and formatting
- Help with photocopying requirements
- You will have knowledge of, and are able to navigate around Redbridge Libraries' online resources, e.g. Theory Test Pro, Go Citizen etc. We will provide training for this
- Report any hardware and software issues to a member of library staff
- Be willing to recommend Redbridge Libraries own Online Resources and show the public our go to resource "Learn My Way" to help the public

Where and when you would be volunteering

- You will volunteer at a Redbridge Library running the introduction to computers sessions. Please ask staff for more details in your chosen branch. Please note this opportunity is available in all of our branches except Aldersbrook Library
- This activity takes place all year round
- You must be able to commit to volunteer once a week for a minimum of one hour
- All volunteers are placed initially on a one-month trial basis. Volunteers and activities are reviewed every six months.