

Education volunteer role – Computer Room Support

On the days when computer courses are not running at the Centre, it is useful to have a knowledgeable volunteer in the computer room to assist less experienced users.

There are no precise requirements for the role apart from being present in the computer room and being willing to assist other users as and when they require. Often users don't actually ask for help so the computer room support volunteer should be prepared to proactively offer help.

The desirable list of characteristics for this role are therefore:

1. Polite, good communication skills, at ease with all types of centre user.
2. Relatively knowledgeable (or prepared to learn) about the following IT areas:
 - Basic computer hardware
 - Printing
 - Scanning
 - Saving work to backup media
 - Plugging in peripherals
 - Browsing the Internet
 - Email, including setting up online email accounts
 - Microsoft Office applications
 - Macromedia applications
 - Graphics.
3. Able to concentrate on her/his own work if nothing much is happening in the IT room – which is quite often!