

Job Description:

Tech Support

This is a Volunteer Position - approximately 10 hours per month

We are looking for an experienced Tech Support Consultant to provide technical support and assistance to coalition members regarding hardware and software issues.



RESPONSIBILITIES

- Install and configure computer hardware operating systems and applications
- Monitor and maintain computer systems and networks
- Talk leadership team members or coalition members through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Support the roll-out of new applications
- Set up new users' interface with coalition communication formats
- Prioritize and manage many open cases at one time
- Rapidly establish a good working relationship with the leadership team and coalition members
- Test and evaluate new technology
- Ensure that computer equipment is procured for completing tasks necessary to move toward the SLO Climate Coalition mission
- Modify, clean, install and repair computer systems and hardware

SKILLS AND QUALIFICATIONS

- Understand computer related needs for the coalition
- Great communicator
- Imaginative, creative logical and patient
- Excellent IT skills and technical ability
- Good understanding of content management systems and search engine optimization principles
- Excellent listening and questioning skills, combined with the ability to interact confidently with members to establish what the problem is and explain the solution
- The ability to work well in a team
- Problem solving skills
- Attention to detail

Our ideal candidate would be organized, an effective communicator, a connector, have an available and flexible schedule, be a self-starter and a self-manager, and have basic knowledge of climate change and climate action practices.

Applications can be submitted by going to: <https://forms.gle/sTVxy7QZuwygVWAC8>

Our Vision and Mission:

The SLO Climate Coalition is a community organization committed to creating a vibrant, just, and climate-resilient Central Coast. Its mission is to bring together community expertise, creativity, and resources to champion high impact regional climate solutions that inspire other communities to do the same.

For more information about the SLO Climate Coalition please visit our website at <https://carbonfreeslo.org/>