

LAPTOP MAINTENANCE AND SUPPORT VOLUNTEER

Summary

ClearCommunityWeb CIC are looking for someone to assist us in a new laptop loan project with the Upper Norwood Library Hub starting in April.

We are looking for someone to help set up 6-8 laptops, provide remote support and share input and expertise.

Description

We are piloting a laptop-loan project with Upper Norwood Library Hub. This project will provide laptops on a short-term loan basis to Lambeth residents without access to this technology to help improve employability opportunities.

This will suit someone who is looking to develop or build experience in this field or a more experienced person currently on Furlough.

We are looking for a volunteer who has experience/ confidence in:

- Setting up and configuring windows 10.
- Wiping and re-setting laptops.
- Downloading and installing software.
- Setting-up safety restrictions.
- Testing Mifi options

The volunteer should also have/be:

- Attention to detail
- Excellent problem-solving skills
- Able to and enjoys working with autonomy
- Keen and demonstrable understanding of the needs of our beneficiaries
- Can ask key questions to enable us to clarify requirements
- Be local to Crystal Palace to pick up/ for us to drop off laptops and any other necessary equipment

Commitment

This is a short-term volunteer role – we require 6-8 laptops to be set up and configured ready for use by the 1st of April. This can be carried out flexibly within this time frame, and we're happy to work with you to suit your availability and schedule. This work can be done remotely or from our office in Crystal Palace.

There will be the option to continue providing support for the laptops but this is not a requirement from the outset.

About ClearCommunityWeb

ClearCommunityWeb CIC are a social enterprise that provides borough-wide digital skills training, advice and support services to community groups, older people, vulnerable adults and carers across Croydon, Lambeth and Southwark.

We understand that for many people technology can be overwhelming. Making information as simple as possible can go a long way in giving people the confidence to overcome their fears and anxieties. Our services walk through all the steps to resolve computer issues and difficulties people are having in staying connected.

We also work closely with community groups and non-profit organisations, providing training and direct support for remote working. We able support workers to have keep in contact with vulnerable service users, share digital skills within their organisation and promote digital inclusion in their network.

Our Staff are Enhanced DBS checked and we are a Living Wage and Disability confident employer.

We are currently in the process of obtaining Cyber Essentials Plus accreditation.

Application details

Applications close on the 26th March 2021.

To apply, please complete this form:

https://forms.office.com/Pages/ResponsePage.aspx?id=beE9Acs9Lku5e_1oKsfYiAgnSMRajdhPv5oRFI GXsHVUQIM5VvKQzNVdJTIZWV1dBQk9FWEYzSFVIMy4u

Further Information

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