

Remote Technical Support Volunteer

Job Title: Remote Technical Support Volunteer

Free Geek Supervisor: Tech Support Staff

Hours Weekly: One to two 2-hour shifts/week

Duration: 3-6 months depending on weekly hours

As a Technical Support Volunteer at Free Geek, you'll have the unique opportunity to provide technical and digital literacy support to a diverse community of users on Linux and Mac systems. You will work closely with Tech Support staff, interns, and other volunteers to troubleshoot and resolve hardware, software, networking, and system issues by phone and email. You will document and coordinate work on user issues using ticket-tracking software.

The Tech Support program supports Free Geek's mission to sustainably reuse technology, enable digital access, and provide education to create a community that empowers people to realize their potential. Technical support is a crucial part of bridging the digital divide. We help our community members meet their productivity and communication needs by providing ongoing troubleshooting, repair, consultation, and digital literacy training.

Our ideal Technical Support Volunteer will communicate professionally and compassionately with a diverse community by phone and email. They will patiently teach digital literacy skills and explain technical issues to

community members in simple and understandable terms. They will keep accurate and detailed records of user issues.

Responsibilities

- Provide a safe and welcoming experience to community members with various backgrounds, personalities, and levels of digital literacy
- Act in alignment with Free Geek's policies and values
- Answer questions over the phone, by email, and in person on a wide variety of technical issues
- Troubleshoot, research, and resolve software, hardware, home networking, and system issues
- Teach computer skills to users to meet their productivity needs
- Forward requests and complaints through appropriate channels
- Make referrals to external resources as appropriate
- Maintain confidentiality of personal information about staff, interns, volunteers, and users
- Accurately maintain records of user data and technical issues
- Consult with users to help them choose hardware solutions
- *Optional:* provide informal mentorship to Free Geek Tech Support interns

Required Skills, Knowledge, and Abilities

- Demonstrated confidence and competence working with diverse communities
- Ability to consistently follow policies and procedures
- Demonstrate basic proficiency with GNU/Linux operating systems
- Demonstrate basic proficiency with Bash shell

- Demonstrate basic proficiency with computer hardware
- Proficiency with using standard office software
- Ability to learn Free Geek documentation and collaboration tools
- Strong organizational and administrative skills
- Good interpersonal skills and phone and email etiquette
- High level of patience
- Interest in teaching
- Ability to work on a team as well as dependably work without direct supervision on a regular basis
- Ability to independently research solutions to issues
- Reliability and punctuality

Desired Skills, Knowledge, and Abilities

- Technical support or customer service experience
- An analytical approach to problem solving
- Fluency in another language besides English
- Adaptable to changing work environments
- Knowledge of basic Apple hardware and software
- Demonstrated advanced proficiency with GNU/Linux operating systems
- Willingness to provide mentorship and guidance to Technical Support interns
- Ability to ask insightful questions

Equipment requirements:

- Computer or virtual machine running Linux Mint 19/20

- Mobile device (Android 8.0+ phone, iPhone with iOS 13+) capable of running OOMA Enterprise app ([iOS](#) | [Android](#)) **OR** computer running Windows 8/10 or macOS 10.9+ capable of running [Voxter desktop client](#)