



Technical Specialist

Do you have successful experience in a customer-facing technology role? Demonstrated information technology expertise in a for-profit or not-for-profit organization? Help Desk experience? Problem-solving expertise and demonstrated resourcefulness in helping non-technical people with systems challenges? If so, we'd love to hear from you.

The **Technical Specialist** provides IT support, trouble-shooting, and problem solving to keep Walnut Creek Village's systems in operation.

Location of Work

WCV uses a "Virtual Office" for operations. The **Technical Specialist** will work at home or other location of his/her choice and attend meetings and events in the Walnut Creek area.

Time Commitment

Estimated: 20 hours/month

Responsibilities

- Manage and maintain all technology used in the virtual office: Google Voice, Google Calendar, Sharepoint, Mailchimp, Helpful Village, Slack
- Trouble-shoot system problems
- Support virtual office volunteers, Executive Committee members, the Webmaster, and other Walnut Creek Village volunteers in their use of Village technology
- Support Village members who request technical assistance for their computers, phones, tablets

Benefits

The Village exists for the benefit of members. The **Technical Specialist** has a key role providing promised services to them. The Office Manager defines the service levels provided to members and ensures that they are met. The **Technical Specialist** helps meet those service levels by keeping our systems in good operating order.

Reply to: volunteer@walnutcreekvillage.org

Or call 925.956.1990