

Serving Older Adults of Southeast Wisconsin

Position Description

POSITION: As Needed Technology Trainer – Tech Connect for Older Adults

DEPARTMENT: Tech Connect
FLSA: Non-Exempt

REPORTS TO: Tech Connect Program Manager
ORIGINATION DATE: 4/11/2024

POSITION SUMMARY

Under the general supervision of the Program Manager, this position will train older adults in their use of technology through one-on-one and small group sessions. This is an as needed position.

ESSENTIAL DUTIES AND RESPONSIBILITIES

In your work as a Technology Trainer, you will:

- Support the technology needs and interests of adults 50 and better in a respectful and inclusive manner.
- Work with participants one-on-one to answer their technology questions.
- Teach technology classes using a licensed curriculum.
- Create and use individualized materials that address the unique needs of older adult learners, which could include declining memory, vision, dexterity, and hearing.
- Track member participation and document results and progress of members.
- Foster an inviting and social environment that encourages learning about technology.
- Assist with evaluation process and administering pre/post-tests, facilitate focus groups/interviews, and/or other evaluation activities to track program outcomes.
- Perform other related duties as assigned.

QUALIFICATIONS

- Bachelor's degree preferred
- Proficiency with smartphones, tablets, and laptop computers.
- One year experience in teaching or tutoring preferred.
- Ability to problem-solve technology challenges and questions.
- Ability to exercise patience.
- Ability to create a socially inviting atmosphere for older adults.
- Must be able to work well with people from all cultures and backgrounds.
- Above average knowledge about social media, popular software and applications.
- Skill in maintaining accurate records.
- Ability to perform duties accurately and in a timely manner.
- Ability to provide superior customer service.
- Ability to communicate effectively both verbally and in writing.
- Ability to maintain confidentiality.
- Ability to work in a team environment.
- Well-developed organization skills with attention to detail.
- Ability to maintain regular, punctual attendance.

- Must have a valid driver's license, access to a vehicle, and adequate vehicle insurance.
- Must be able to become CPR and AED certified.

In evaluating candidates for this position, SOA may consider a combination of education, training and experience which provides the necessary knowledge, skills and abilities to perform the essential duties of the position.

TOOLS AND EQUIPMENT USED

Smartphones, tablets, laptop computers, smart televisions.

PHYSICAL DEMANDS

The physical demands described in this position description are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the essential functions of this job, the employee is frequently required to sit, talk and hear. The employee is occasionally required to use hands and fingers to handle objects or operate tools or controls, and reach with hands or arms. The employee must occasionally lift and/or move up to 20 pounds.

Specific vision abilities required of this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The Technical Trainer environment is people-focused and involves activities that revolve around teaching, guiding and understanding our participants. This position requires a lot of social interaction and this individual is motivated by helping people.

You will be required to work in a common area with frequent interruptions. Noise level is moderate. This position would require you to sit for a long period of time and may be required to lift heavy objects. There may be some occasional bending and kneeling.