

Job Title: Technical Volunteer
Hours: 3-5 a week (Monday - Friday)
Between 10am and 4pm
Location: Community TechAid in Brixton
Duration: 3 months with the opportunity to extend

The Role

We are looking for Technical Volunteers to support our small team, by helping us to prepare, sort and test devices, update our database app, and help with repair tasks at Community TechAid.

At Community TechAid (CTA) our mission is to enable sustainable access to technology and education needed to extend digital inclusion to all. We are closing the digital divide by providing technology and skills to our communities, whilst recycling, reusing and repairing e-waste.

We are looking for someone with strong computer skills who enjoys working with others and is a confident user of smartphones and laptops. This is a great opportunity for someone wishing to grow their technical knowledge whilst supporting members of our community to reach their full potential by accessing the online world. We will provide support on how to safely and securely wipe devices, and reinstall software, as well as how to PAT test if you are interested.

We are especially keen for volunteers who have had lived experience of digital exclusion, and we will provide you with training and equipment where required.

The role will involve:

- supporting technical queries from partners and beneficiaries, including repairs alongside volunteers
- setting up and installing new hardware and software systems for donated computers.
- troubleshooting computer hardware problems, rectifying them, and replacing parts when necessary, for example drives, screens and batteries
- upgrade firmware, software, and outdated hardware systems
- maintaining CTA's workshop space so that it is organised and efficient, and meets health and safety guidelines
- wiping data from devices (training provided)
- updating devices with necessary applications and installing operating systems
- administrative tasks such as organising documentation and stock tidying
- liaising with donors and organisations by email or over the telephone
- other ad hoc tasks related to the running of CTA.

All reasonable travel expenses will be covered

All applications are subject to references or a DBS check.