



**NOTICE OF VACANCY
July 6, 2016**

POSITION: Computer Center Coordinator

DEPARTMENT: Council on Aging – Callahan Center

SALARY: \$18.00 Hourly

HOURS: Monday – Friday 9:00am to 1:00pm x 4 days/16 hours

Organizational Scope: Oversee the operations of the Computer Center to assist older adults in becoming computer literate and to help improve their access to the wealth of knowledge available through Information Technology. Act as a help desk liaison to all staff with their daily use of computer hardware and software. Create a curriculum, appropriately paced, and designed to serve the individual needs of the aging population in an inclusive atmosphere. This position reports to the Programs Manager.

Duties:

- Create a curriculum that will include basic instruction in the operation of various types of hardware and software , including Operating Systems, office modules, web-based tools, E-mail systems, social media sites, and any additional systems or tools that are widely accepted and currently used in practical daily life and in business situations
- Monitor and update these practices as they change and incorporate new technologies into the curriculum as they become available and relevant
- Recruit volunteer instructors, either active or retired professionals in the field of computers and business to conduct group classes and to act as advisors
- Furnish one-on-one tutoring for individuals in need of instruction in addition to or in place of regularly scheduled classes
- Evaluate various educational programs on an ongoing basis and seek to continually improve and optimize their effectiveness
- Monitor and maintain the equipment and peripherals in the computer room and those assigned to the staff supported by the state grant, with the goal of optimizing operation and security
- Act as "help desk" liaison to all staff at the Center who may need computer related assistance in conducting the center's business
- Provide additional support and training in the operation of hardware/software as needed
- Provide assistance and training in setting up A/V equipment for various presentations and programs as needed
- Manage the computer room resources and scheduling of classes, training, and other events. Post a schedule of classes and events at the front desk, in the monthly newsletter and on the computer room door. Inform front desk and Programs Manager of all updates in the schedule
- Maintain an up-to-date inventory of computer equipment and peripherals
- Assist and make recommendations for the acquisition of new hardware and software

Qualifications:

A Bachelor's Degree in business, education, or computer science with 2 years of work experience in management, teaching, and/or working at a help desk is preferred. The ability to relate to and appreciate diverse groups of people with varying needs is essential, as is the appreciation of keeping sensitive information confidential. Preference will be given to candidates with prior experience working with older adults.

Physical Requirements:

Employee must be capable of operating miscellaneous tools and office equipment relative to this position which shall include, but is not limited to, computers, printers, scanners and networking equipment. Time spent standing, walking, sitting, climbing, stooping, kneeling, crouching, crawling, twisting, bending, repetitive movements of the hand and occasionally, Lifting, pushing/pulling or carrying of objects weighing up to 25 pounds.

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