Role Description – Technical Coordinator

The Technical Coordinator is normally a Trustee of the Charity and is hence a member of the Management Committee.

Role Overview

The purpose of the role of Technical Coordinator is to provide advice and help to those u3a members who may need technical support, aided by other volunteers in the u3a's Technical Team. The Technical Coordinator is not necessarily an expert, but just needs to be able to communicate effectively with members and point them in the right direction to help resolve any technical problems they may have.

Responsibilities and Duties

- To be willing to be contacted direct by u3a members by email or phone in order to advise and help those members who may need technical support relating to computers (desktops, laptops, tablet and smartphones), and associated software and apps, and occasionally with other technology.

- To aim to respond to members' queries within 24 hours.

- If unable to help or to point members in the right direction, to pass the query on to one of the other members of the Technical Team who may be able to assist.

- To keep a summary record of all queries on an Excel spreadsheet (template provided – name of u3s member; whether contacted by email, phone or Zoom; date contacted, summary of problem; date resolved; who resolved; summary of solution).

- To report this summary of usage of this service every month to the Committee.

- To communicate with the Technical Team members, as required.

- To encourage more members of the u3a to join the Technical Team, so as to help share the workload.

- To consider additional ways of helping members with their technical problems, e.g. through the Computer section and the Video-calling section of the u3a's Connect & Learn website, or through newsletter items, or possibly through Zoom meetings.

- To advise and support the Committee on technical matters as and when required, if competent to do so.

Date agreed by the Committee: 2nd March 2021
Review date: 1st March 2022