



San Juan Island Library  
1010 Guard St.  
Friday Harbor, WA 98250  
(360) 378-2798 · [www.sjlib.org](http://www.sjlib.org)

## Volunteer Job Opportunity

### Job Title:

Tech Café Technology Expert

### Position Description:

To provide one-on-one technology assistance, supporting patrons with smartphones, computers, tablets, hardware, apps, and more. Technology volunteers help to empower Library patrons to use their technology effectively and should be able to troubleshoot issues with smartphones, computers, tablets, hardware, apps, and more.

### Job Status:

This is a part-time hourly volunteer position, 2 hours per week to start. The workday is Tuesday from 10:00 am to 12:00 pm, for up to 8 hours/month. Supervised training is provided, thereafter supervision is consistently available and work will be performed with a team of other volunteers. There are no salary, retirement, health, or other regular employment benefits.

### Work Location:

San Juan Island Library  
1010 Guard St.  
Friday Harbor, WA 98250

### Position-Specific Responsibilities and Expectations:

As a San Juan Island Library Tech Café Technology Expert Volunteer, you will be responsible for:

- Listening to issues related to patrons' technology and use of technology.
- Diagnose technology issues based on patrons' explanations.
- Effectively troubleshoot issues with smartphones, computers, tablets, hardware, apps, and more.

### Qualifications/Experience:

To be successful in this volunteer job, you must:

- Be able to listen attentively and empathetically
- Be familiar with various forms of technology hardware and software
- Be able to diagnose technology issues from a nonexpert explanation
- Be able to sit for at least 2 hours