



Job Title: MOB-V Navigator (Technical Support Specialist) (volunteer)

Job Summary:

Provides technical training and support to assist clients—that is, program participants (age 60+), other ALTCEW MOB-V volunteers, and ALTCEW falls prevention staff—with their tech devices, internet connectivity, and the Zoom platform in order for them to attend and interact effectively in virtual *A Matter of Balance: Managing Concerns about Falls* (MOB-V) sessions presented online.

Aging & Long Term Care of Eastern Washington (ALTCEW) promotes well-being, independence, dignity, and choice for all older persons living in its 5-county service area and strives to provide the best home- and community-based services to support healthy living and aging in place. We listen, adapt, and provide solutions via innovative services to improve quality of life.

MOB/MOB-V is an evidence-based falls prevention program offered free to older adults in the ALTCEW service area (and nationwide). Each MOB-V class consist of 9 sessions, 2 hours each (plus pre-/post-session time for visiting), delivered either weekly for 9 weeks or twice a week over 5 weeks. Classes are scheduled between 9 am and 5 pm, M-F.

This volunteer position is online and is currently providing service in the greater Spokane area.

Responsibilities and Duties:

- Handle client technical support queries via phone, video conferencing, and e-mail.
- Provide tech support to participants, coaches, and guest presenters (~15 people per class) before and during MOB-V online class sessions to address connectivity and tech quality issues.
- Schedule and hold online Zoom meetings with individual participants as needed during the two weeks before the class is scheduled to begin to verify and support each participant to be able to access the Zoom classroom.
- Evaluate and act to ensure system compatibility of devices, device platforms, internet connectivity, and the Zoom platform.
- Troubleshoot, diagnose and problem-solve glitches by collecting relevant data, isolating/identifying issues, evaluating options, suggesting an effective and efficient course of action, and talking the client through implementing that solution.
- Teach Zoom platform skills to coaches and participants in groups and/or one-on-one. (Understand client's grasp of tech; be motivational; no jargon—make it easy to follow)
 - Prepare reference materials for users by drafting operation instructions.
- May talk clients through installing upgrades.
- May test device and/or system performance.
- May set up and run videos, flipcharts, or other screen-share elements.
- May monitor “chat” during sessions and alert coaches/presenters to questions/comments received.
- May set up and run polls in Zoom.

- Log queries and responses; submit reports to staff.
- Maintain client confidence by keeping their information confidential.
- Have fun!

Qualifications and Skills (hard & soft)

- Working knowledge of:
 - devices (such as smartphones, computer tablets, laptops, desktops, and webcams),
 - mainstream device platforms (such as Android, Windows phone, and iOS),
 - internet service (such as requirements for and how to test upload/download speeds for standard-quality Zoom video calls as well as modem issues), and
 - Zoom platform features.
- Strong customer service skills and helpful attitude. Good communication and interpersonal skills with ability to diplomatically relay what can be complicated information about technology in a way that is easy to understand for others who may have limited experience with technology.
- Attention to detail.
- Dependability.
- Interest in working with older adults.
- Enthusiasm.
- Confidentiality.

Training and/or experience in computer science, information systems or a related field such that you can with skill and accuracy tackle technical problems related to participants accessing and coaches/visitors presenting in Zoom meeting rooms.

- Ability to work calmly under pressure, such as when clients are having trouble getting into a session that has started.

Knowledge of online resources for trustworthy answers to promptly address client tech issues. Ability to read and interpret technical data.

Equipment needed:

- full-sized computer tablet, laptop, or desktop, with camera
- internet connectivity sufficient to view videos and multi-participant Zoom meetings without buffering
- free Zoom account

Supported by ALTCEW MOB/MOB-V Master Trainers.