



Duet | Technology Specialist

Position Description

Last Updated:	March 29, 2022
Title:	Technology Specialist (This position is funded for one year with a goal to make it permanent.)
Supervisor:	Senior Director of Operations
Position Description & Scope of Work:	<p>Duet coordinates high quality services to help homebound adults live in their own homes and feel less isolated, support family caregivers through their caregiving journey, train registered nurses to bring health and well-being to Valley congregations, and provide vital assistance to grandparents who are raising their grandchildren.</p> <p>This part-time position (20 hours per week) will assist in reducing the loneliness of homebound, low-income seniors by connecting them with Wi-Fi enabled tablets, training, and technical support needed to ensure they are able to connect with family and others to reduce their sense of isolation, as well as serve as the in-house IT specialist.</p> <p>As with all Duet staff, this position strives at every opportunity to promote organizational goals and values.</p>
Salary Range:	\$19.00-21.00/hour
Key Responsibilities:	<p>Serve as the lead for the homebound services' technology assistance program:</p> <ol style="list-style-type: none"> 1. Handle intakes for clients requesting technology assistance. 2. Coordinate matching volunteers with neighbors for technology assistance. 3. Provide vendor quotes for technology-related equipment for use by Duet staff or neighbors. 4. Assist with the purchase and set-up of tablets and hotspots for twenty neighbors. 5. Create, update and provide instructional materials for neighbors and volunteers for the technology assistance program. 6. Coordinate an ongoing communication directed toward volunteers and neighbors involved in the technology assistance program and field any support calls. <p>Serve as the in-house IT specialist:</p> <ol style="list-style-type: none"> 7. Maintain Duet's computers and network hardware in optimal condition and make purchase recommendations for hardware and software as needed. 8. Install and configure computers and laptops for staff on the Duet network. 9. Set up peripheral devices such as printers, keyboards, smart devices, and ensure that they are both functional and secure. 10. Set up workstations and email accounts for new staff. 11. Resolve IT issues as they arise, and/or notify supervisor that outside assistance as needed. 12. Help with training staff in use of computers and other office technology. 13. Promote a culture of philanthropy at Duet. 14. Carry out additional duties/initiatives as assigned.

Highest Priority Personal Attributes	<ul style="list-style-type: none"> ▪ Ability to manage time well. ▪ Organized, with the utmost attention to detail. ▪ Well-developed verbal and written communication skills. ▪ Ability to complete projects even with occasional interruptions. ▪ Reliable, flexible, patient, and self-directed. ▪ Understanding of, and sensitivity to, the role of volunteers. ▪ Commitment to Duet’s mission and sensitivity to diverse backgrounds.
Qualifications:	<ul style="list-style-type: none"> ▪ Hands-on experience and extensive knowledge of computer networks. ▪ Ability to work with peripherals you may not have encountered before. ▪ Familiarity with Microsoft Office software suite. ▪ Excellent knowledge of computer hardware/software systems. ▪ Experience with Access databases preferred. ▪ Experience with computer software and hardware for installation, repair and troubleshooting. ▪ Experience working with older adults preferred. ▪ High school diploma or equivalent education.
Benefits:	<ul style="list-style-type: none"> • Vacation, sick, personal, and holiday time off • Retirement plan contributions
About Duet:	<p>Duet’s mission is to promote health and well-being through vitally needed services to homebound adults, family caregivers, faith communities, and grandfamilies.</p> <p><i>Our vision is a community where every person ages with compassion, dignity, and hope.</i></p> <p>Duet is passionate about building and sustaining an inclusive and equitable working and learning environment for all staff, board members, volunteers, and service recipients. We believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design, and deliver solutions.</p>
Work Location:	<p>10000 N 31st Ave, Suite D200 Phoenix, AZ 85051</p>
To Apply:	<p>Send resume with cover letter to: Julie Blake at blake@duetaz.org</p>