



Job Title: Digital Support Worker

Job Purpose

To provide a tech support service that is tuned into the needs of older people (post retirement age) in their own homes, helping them to stay connected, involved and able to do what they need to do online.

This role will report to the Executive Director and will undergo an annual job review.

The successful candidate will demonstrate:

Knowledge and understanding

1. **Understanding of the Needs of Older People:** Awareness of the needs and concerns of older adults around digital technology and the challenges they face in using it e.g. due to physical limitations or cognitive decline, as well as how it can improve their lives.
2. **Technology Basics:** a good understanding of digital devices and operating systems.
3. **Software and Applications:** Familiarity with commonly used software applications and apps that are relevant to older people, such as email clients, web browsers, video conferencing tools, social media platforms, and digital entertainment apps.
4. **Accessibility options** and how to customise devices for user needs
5. **Online Safety:** Knowledge of online safety and security measures to protect older people from scams, phishing attempts, and other online threats.
6. **Continuous Learning:** Keeping up with the latest technology trends and updates, as well as ongoing research on technology use among older people.

Skills

1. **Interpersonal skills** and the ability to work with people from a variety of cultural and social backgrounds
 - a. **Patience and Understanding:** older people may be less familiar with technology, and it might take time for them to grasp new concepts and they are likely to encounter challenges along the way. Being patient and understanding during the learning process is essential.
 - b. **Active Listening:** Understanding older people's needs and concerns requires active listening to identify their specific challenges with technology and address them appropriately.
 - c. **Verbal and Written Communication Skills:** Being able to convey information and explain technical concepts in a simple and understandable manner.
 - d. **Training Skills:** The ability to create and deliver training materials, workshops, or one-on-one sessions tailored to the older person's needs, learning style and abilities.
2. **Analytical and Problem-Solving:** The ability to identify and troubleshoot common technical issues that older people may encounter with their devices and software and provide effective guidance.
3. **Time Management:** Balancing the needs of multiple older people and managing appointments effectively in order to provide timely and consistent support.
4. The **ability to work on own initiative and as part of a team**

Values inherent in the mission of Tap into IT Where You Are:

1. **Respect:** Treating older people with respect and dignity alongside a genuine care and concern for their well-being is fundamental. It involves
 - valuing their input and involving them in decision-making regarding their technology use
 - listening to their concerns and seeking to **empathise**

- being open to learning from older people as well, recognising that they may have valuable insights and experiences to share.
 - **sensitivity to cultural differences** and the diverse backgrounds of the older people being supported.
 - seeking to **empower** older people to become more self-sufficient with technology, promoting their independence and confidence.
2. **Inclusion:** Ensuring that older people with diverse abilities, including those with disabilities, feel included and supported in their use of technology.
 3. **Integrity:** Demonstrating honesty and trustworthiness in all interactions with older people, especially when handling sensitive information.
 5. **Resilience:** Accepting setbacks and challenges with grace and resilience, recognising that progress may come with ups and downs.

Key Tasks

Take details from customers about their IT problems; visit customer's home or provide remote support to:

1. **Troubleshoot and fix faults** with
 - email - send/receive problems - attachments (opening, printing, sending)
 - tablet/smartphone/laptop/computer device operation
 - others devices especially printers
 - network connection and performance issues
 - accessing online accounts
 - devices syncing with online accounts (especially email and photos) and between multiple devices (usually tablet and smartphone)
 - Windows/Apple/Android/Chrome updates
 - determine when a device is faulty - help with the returns process as required
 - backup, restore and secure user devices and accounts following virus/malware infection or a scam
2. **Set up** Apple/Android/Windows/ChromeOS mobile/tablet/laptop and other devices & apps
 - including updates, sync and backup
 - configure for ease of use/minimising distraction/stressors (e.g. turning off non-essential notifications), transfer data & connect peripherals
 - Set up other devices - printer, smart speaker, Kindle, digital TV's and set-top boxes, Chromecast/Kindle Fire Stick/Apple TV
3. **Advise on and help with**
 - device/connection options - home or mobile, sourcing & helping with purchase of device & peripherals as required
 - upgrades /end of life devices, workarounds meantime
 - setting up and accessing online accounts to do what they need to do
 - alerting customers to and helping delete redundant accounts
 - unsubscribing from unnecessary /duplicate subscriptions
 - filling in online forms e.g. passport/driving licence renewal, blue badge application
 - what combination of accessibility features works best generally & especially for communication - email, WhatsApp
4. **Teach** as required in the basics of operating a device, use of apps, search, navigating websites to find information, communicate and participate with others, pursue interests, shop online, register for services, stay safe online.

Associated tasks:

5. **Schedule appointments and record visits/remote support to customers**
6. **Work as part of the Tap into IT team.**

Disclosure

Service users include adults in sheltered housing and receiving a housing support service, residential care home residents and others receiving registered care services as well as those in their own homes. A Protection of Vulnerable Groups Scheme check will be required (arranged by Tap into IT).