

Program Tech Support volunteers assist Alzheimer's Association staff and volunteers to provide support groups and education programs through virtual platforms and expand the reach of Alzheimer's Association programs in the community.

- Key Activities:**
- Serve as host/moderator of web-based education programs or support groups offered through Zoom, BlueJeans, Google Meets. The programs are taught or facilitated by Alzheimer's Association staff or volunteers with specialized training in these topics.
  - Mentor and coach Alzheimer's Association volunteer Community Educators and Support Group Facilitators in use of technology to maximize the constituent / user experience.
  - Troubleshoot constituent access issues for caregivers to participate in groups.
  - Monitor chat, mute microphones and cue up Q&A for volunteers to answer. Launch polling if part of the user experience in the platform.

- Qualifications:**
- Excellent technology skills and comfort using Zoom or other webinar technology independently.
  - Demonstrated success moderating Q&A or monitoring chat during webinars.
  - Ability to collaborate with staff and provide customer service type mentoring to volunteers and constituents.
  - Passionate about the Alzheimer's Association mission with personal or professional experience with dementia preferred.
  - Must be age 18 to apply. Background checks are required.

- Commitment Expected:**
- Program Tech Support volunteers commit to supporting a target of 2 virtual presentations or meetings per month on a flexible schedule (daytime, week nights & weekends available).
  - All program volunteers participate in initial training and ongoing education and must comply with Alzheimer's Association volunteer policies and procedures.
  - Terms are renewable upon successful completion of annual goal-setting conversation with your staff partner.

- Benefits to the Volunteer:**
- Perfect your customer service and support techniques.
  - Increase your knowledge of Alzheimer's disease and other dementias.
  - Be recognized as a leader and resource for Alzheimer's disease and dementia.
  - Join a network of other volunteers, staff and community leaders to help create a world without Alzheimer's and all other dementia.

The Alzheimer's Association will provide training, information and electronic or printed materials to assist in your efforts. Orientation includes several hours of online learning, self-study and shadowing or mentoring by local Alzheimer's Association staff and volunteers. Some materials are available in multiple languages.

To apply to become a Program Tech Support Volunteer, visit [volunteer.alz.org](http://volunteer.alz.org).

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