

# Computer Peer Volunteers

## **Qualifications & Expectations:**

- Knowledge: of computer hardware, printers, Windows, web browsers and software such as Microsoft Office, , etc. .A background in computer technology is helpful but not required. At a minimum, the Volunteer should have some experience in resolving IT issues.
- Ability to perform hardware repairs such as installing memory, replacing a power supply and replacing a hard drive
- Ability to do: software updates, including OS upgrades, reinstallation and removing malware
- Ability to: troubleshoot printer problems, replace toner and drums and installing printers
- Ability to work well with people
- Good communication skills
- A Resident Initiatives Coordinator will assign Computer Peers
- Visit a site only when assigned
- Fill out Computer Peer invoice, indicating time spent and activities performed, to receive a stipend
- A Council officer or building computer administrator will sign off on the invoice
- A Resident Initiative Coordinator will approve all stipends
- Maintain confidentiality of individuals that are assisted
- Be professional when interacting with PHA staff and residents

*Approved by the Computer Team: 3-15-16*

*Approved by Resident Participation Committee: 3-23-18*

*Approved by the Presidents Council: 3-26-18*