MITALUMNI

Volunteer Job Description
MIT Alumni Online Community Tech Mentor Chair

GENERAL DESCRIPTION:

The MIT Alumni Online Community Tech Mentor Chair is responsible for the overall planning and feature definition of the Online Community Mentor Program in coordination with AA staff, the day-to-day operational management, and management of the mentors. The Tech Mentor Chair also functions as a group mentor and takes a hands-on role in managing the work related to the knowledge base maintenance and forum moderating. helping fellow alumni who are transitioning into roles related to the use of the MIT Alumni Online Community. At a high level, such help will address basic technical onboarding, introducing design possibilities and best practices, troubleshooting and testing, gathering and prioritizing platform enhancement requests, assisting with documentation, and monitoring communications that present emerging problems.

RESPONSIBILITIES:

- Define strategic and operational elements of the program in coordination with AA staff
- Define technology support requirements for the program in coordination with AA staff
- Implement and execute program operations
- Define service responsibilities for mentors, and other program participants as appropriate
- Provide direct operational management of mentors
- Develop onboarding materials and orientation training for new mentors
- Recruit mentors and provide them with basic training and job orientation
- Negotiate mentor assignments and assure coverage of required mentor program activities
- Oversee mentor assignments
- Coordinate and respond to ad hoc needs from AA staff
- Plan and host as appropriate team meetings; participate in AA staff meetings as appropriate
- Evaluate program operations and provide updates to Executive Sponsor
- Function as a mentor whose assignments involve group mentoring, self-help content maintenance, and forum moderating

EXPECTED OUTCOMES AND TERM GOALS:

The key outcomes of the Tech Mentor Chair are the establishment of a high functioning mentor program, providing business continuity through the development of required ancillary resources such as training materials used by mentors, and ensuring that AA requirements for Online Community support are satisfied through coordinated communication with other AA participant entities in the Mentor Program.

QUALIFICATIONS:

The Tech Mentor chair is expected to have functional experience on the MIT Alumni Online Community, including:

- Navigation and the user interface
- Knowledge of creating and maintaining group tabs (web pages), campaigns (emails), events and event registration
- Page access restrictions and targeted filtering for email
- Forum design and moderation
- Elements of HTML fundamentals
- Elements of website design
- Software troubleshooting and bug testing
- Elements of User interface/user experience design

Additional desirable experience
- Managing small teams including assigning work and monitoring progress and deliverables
- Personal negotiation
- Teaching and/or mentoring of small teams
- Experience moderating forums
- Software development (optional)

TIME COMMITMENT AND TERM:

2- Year Term, Renewable. Tech Mentors will be asked to commit to a minimum of two hours per week with their focus(es) determined by their skills, experience and personal interests. During some time periods – for example, when groups are transitioning volunteers into roles that require them to use the MIT Alumni Online Community – there may be a need for mentors to spend more time with a group. During other periods – for example, when groups have become more comfortable with the MIT Alumni Online Community – the mentoring time commitment might decrease to an average minimum of one hour per week. In general, after a mentor has taken a group past basic orientation there will be little or no preparation time required for ongoing interaction.

All mentors will be provided with basic mentoring orientation and teaching resources to assist in group mentoring. Additionally, all mentors will be involved in providing input for platform enhancements and new features.

BENEFITS:

- Access to MIT Kerberos account during term (email, Zoom, Dropbox, etc.)
- Custom polo shirt
- Public speaking/training opportunities during annual Alumni Leadership Conference