

## Volunteer Job Description

### MIT Alumni Online Community Tech Mentor; “Tech Mentor”

#### GENERAL DESCRIPTION:

Tech Mentors are responsible for 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, introduce design possibilities and best practices, assist with troubleshooting and testing, gather and help prioritize platform enhancement requests, assist with documentation, and monitor communications that present emerging problems.

Tech Mentors will be directed by the Mentor Chair who will manage their activity assignments and progress. Mentors may be assigned to a particular focus (1:1 Group mentoring, Forum moderation, FAQ maintenance, etc.) and such assignments will be established based on the skills and availability of individual mentors as well temporal needs that arise at times of volunteer transitioning on an annual basis.

The key outcomes of a mentor are the establishment of a trusted working relationship with alumni groups, and the provision of timely, responsive support for alumni volunteers who are transitioning into various roles requiring the use of the MIT Alumni Online Community.

#### RESPONSIBILITIES:

Responsibilities are based on a mentor's assignment(s). and time commitment(s) will be based on overall needs as established by the Mentor Chair with consideration of the mentor's availability. Depending on the focus the minimum time commitment will be one to two hours a week. Work will include:

##### Assignment: Group mentoring

- Evaluate current skill level of group volunteers
- Provide hands-on basic orientation for new volunteers using a standard curriculum available for mentors' use
- Meet regularly with alumni group(s) to establish a trusted working relationship
- Respond rapidly to requests for help from group volunteers, re-direct requests per service level definition
- Help troubleshoot, test, and verify platform problems and bugs
- Consolidate requests for system enhancements and new features
- Future: help staff drop-in “office hours”
- Time commitment will be based on mentors' availability

##### Assignment: Self-help content maintenance (in the MIT Alumni Online Community Volunteer Center)

- Help organize and maintain FAQ and other platform online documentation, keeping them up to date as appropriate

- Consolidate system enhancements and new feature requests
- Help evaluate and prioritize system enhancements and new feature requests

## Assignment: Forum moderating

- Monitor inbound activity on the online Volunteer Center Forum
- Identify emerging issues
- Cross-check whether such issues have already been addressed
- Acknowledge requests for help and other in a timely manner
- Triage and redirect help requests to the appropriate support “Tier”
- Identify solutions offered by volunteers in the forum and re-direct these to mentor(s) assigned to self-help content maintenance
- Identify system enhancements and feature requests and re-direct these to mentor(s) assigned to self-help content maintenance

## EXPECTED OUTCOMES AND TERM GOALS:

- Increase overall class participation in reunion activities.
- Conduct committee outreach in a timely way so that deadlines are met and results achieved.

## QUALIFICATIONS:

Tech Mentors are expected to have functional experience on MIT’s Hivebrite platform including:

- Understanding basic 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

Additional helpful technical experience (optional):

- HTML fundamentals
- Website design
- Software troubleshooting and bug testing
- User interface/user experience design
- General web content management experience (e.g., WordPress, etc.)

## TIME COMMITMENT AND TERM:

2- Year Term, Renewable. 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 Tech 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