Job Description for
TECHNOLOGY COORDINATOR

Introduction: The elected Officers and appointed Coordinators (3-year term) are the Service Panel members of Southern California World Service of AFG, Inc., a California Nonprofit Public Benefit Corporation and a charitable 501(c)(3) tax-exempt entity per the Internal Revenue Service. An SCWS Coordinator must live within the California South Area during their entire term. The Coordinators act in accordance with the spiritual principles of Al-Anon Family Groups while conducting the duties of their position for the Area, mileage and expenses for which are reimbursed according to approved budget. The Coordinators accept additional demands on their time and possess some special skills relevant to their position. Members of Al-Anon in SCWS who also are members of A.A. are not eligible to hold Al-Anon service positions that vote in matters affecting another group or Al- Anon or A.A. as a whole.

1. <u>ELIGIBILITY / QUALIFICATIONS</u> – Must have knowledge in maintaining and administrating systems used by SCWS area, including online meeting platforms, email systems and email distribution systems, software systems such as Microsoft, Adobe Acrobat, Google Suite, and online subscriptions for the various software tools used by the Area. Must have advanced computer skills and the ability to provide support for presentations at SCWS events in using presentation software and audio/visual projection devices. Active member of Al-Anon in CA(S) with working knowledge of the 12 Steps, Traditions and Concepts, current *Al-Anon/Alateen Service Manual* and Knowledge-Based Decision-Making (KBDM). Previous Group Representative (GR) experience preferred, but not required. Have an understanding of the Area and World Service structure and SCWS Bylaws. Must maintain confidentiality of non-public information.

2. <u>OFFICIAL DUTIES / RESPONSIBILITIES</u>

   - Work with the site personnel and Area Chair or Designee to identify technical equipment needs for Assemblies, Committee Meetings, and other Virtual/Hybrid meetings.

   - Identify, implement, manage, coordinate, and facilitate current and future technology resources which could be utilized for Area Assembly, Committee, Area Workshop, and DR/GR Workshop Virtual/Hybrid meetings. This includes creating the meeting, registration (if needed), assisting with sign-in and renaming processes, setting up interpretation, facilitating co-hosts and tech help for the meetings, running presentations as needed, allowing screen sharing when directed monitoring, assigning waiting rooms, muting or removing attendees as directed, and reading chat submitted, working with Group Records Coordinator to ensure members are counted correctly, facilitating polls and voting, et al.

   - Provide technical support to conduct Virtual/Hybrid Area meetings which could include: purchase, storage, set up and break down of equipment, negotiating contracts with vendors, and maintaining video conferencing accounts such as Zoom or Webex.

   - Acquire presentations (PowerPoint, PDFs, audio and video, and Internet resources) from officers to use laptop to project at AWSC, Assembly, and other SCWS events. Share presentations with Website Coordinator to ensure proper posting to the SCWS website.

   - Assemble tech teams of four to six members to support Assembly and Committee meetings. Coordinate with the team members before and during the meeting including set of physical space, laying cables, installing and running technical and sound equipment as needed. Monitor all audio, including soundboard in the room and virtually via computer.

   - Manage and troubleshoot technical needs during in-person, hybrid, and online-only events.

   - Be well-versed in all aspects of Zoom meetings, including access from Apple and Android phones, tablets, laptops, and PCs.

   - Coordinate with and provide back-up support to Website Coordinator.

   - Make suggestions to SCWS for any technical equipment needs.

   - Coordinate the SCWS email and software systems and subscriptions to help facilitate communication within the various levels of service.

   - Maintain and update the SCWS accounts and subscriptions to keep all accounts current. Including researching tools and costs associated with them. Support Google voice subscriptions.

   - Technology administration includes email account maintenance and forwarding for SCWS officers and coordinators, blog administration, email list subscriptions, and bulk mail service administration (messages sent by officers to AWSC, DRs, GRs, and other SCWS email lists).

- Transition email accounts when positions change. Coordinate by phone with each of the incoming members.
- Provide technical support and assistance to Service Panel and Area Members as needed.
- Prepare and present written report for each quarterly SCWS meeting and email to *Bulletin* Coordinator.
- Has voice and vote at Service Panel and AWSC Meetings.

3. **BASIC SKILLS / PERSONAL QUALITIES / EXPERIENCE NEEDED**

- Professional and/or volunteer experience in software account support and maintenance.
- Knowledge of Zoom, Google Suite, Microsoft, Adobe Acrobat, and Mail Chimp bulk mail service messaging are required.
- Strong computer skills including use of presentation and word processing software, PDF creation and editing, and file conversion.
- Quick response to Officer requests to send out bulk mail service messages.
- Is accessible, available, responsive, and flexible.
- Able to communicate effectively, prepare written reports and meet deadlines.

4. **ADDITIONAL SKILLS NEEDED** – May be asked to take notes which are projected at Assembly, Committee, or other SCWS events. Provide support for other technology-related Board needs such as electronic voting, document creation, etc. Participate in Thought Force committees as requested by Chair. Is accessible, available, responsive, and flexible. Has a strong sense of responsibility, able to prioritize and work independently or as a team member.

5. **EQUIPMENT / TECHNOLOGY NEEDED** – Access to Internet connection to support utilizing an Area provided laptop to process email including attachments, word processing, spreadsheet, presentation and pdf-reading software.

6. **REALISTIC TIME COMMITMENT OF THIS POSITION** – Up to 5 to 10 hours per week to keep accounts current, send bulk mail messages, and prepare and run SCWS area meetings as requested, and prepare for and follow-up to meetings. Attends 8 SCWS meetings per year, 7-8 hours each, with a prepared report: Feb, Aug Committee (3rd Sat) and May, Nov Assembly (3rd Sat) and Jan, Apr, Jul, Oct Board (Sun). Attend the Annual SOS and support events of other Coordinators. See Mandatory Area Meeting Attendance table below. Respond to email requests within two to three days.

7. **PREPARATION** –

- Meet with outgoing SCWS Technology Coordinator for orientation and training. Assistance will be provided during transition.
- Notebook with detailed procedures will be provided at Turnover Meeting.

8. **TRAVEL** – May attend one service event outside SCWS Area during three-year term. Makes own travel arrangements, within budget guidelines.

MANDATORY AREA MEETING ATTENDANCE

SCWS Board	January, May, July, October	TBD	9:00am to 3:00pm
Area World Service Committee (AWSC) + DR Orientation	February, August	3rd Saturday	9:00am to 4:00pm
		1st Saturday	10:00am to Noon
Area Assemblies + GR Orientation	May, November	3rd Saturday	9:00am to 4:00pm
		1st Saturday	10:00am to Noon
Sharing of Service (SOS)	January	3rd Saturday	9:00am to 4:00pm
Longtimer's Event	Last year of 3-year panel	Saturday	10:00am to 4:00pm

04/28/25