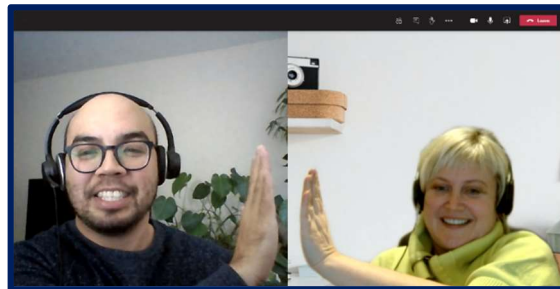


## Have you honed your Zoom skills? Do you consider yourself tech-savvy?

We are looking for **Technical Support Consultants** who have an extensive amount of experience working with the Zoom platform. Virtual meetings have the potential to be an effective way for co-ops to carry out necessary business while also engaging members in new and exciting ways. Background technical support is critical for an efficient and effective virtual meeting and CHF BC seeks to provide that support to our members. The ideal consultant will be comfortable using the Zoom platform from a host point of view while keeping the participant's perspective and experience at the forefront of their mind.



**Job Title:** Technical Support Consultant

**Rate:** \$25.00/hour

### QUALIFICATIONS AND REQUIREMENTS

You will need to provide your own computer equipment including:

- Web camera with reasonable video quality
- Reliable internet connection to be able to support video streaming (typically at least 3Mbps)
- Headphones or earphones with inbuilt microphone
- Separate microphone in absence of inbuilt microphone

You also need to be:

- Reliable and have excellent people skills
- Flexible, friendly, and have a professional attitude
- Experienced using Zoom as a "Host" to be able to control all platform functions

### DUTIES

- Tracking participants as they join a meeting
- Responding to participant technical issues
- Launching Zoom polls, mute/unmute participants, lower Zoom hands
- Sharing computer screen

### CONDITIONS OF EMPLOYMENT

This is a consultant (non-staff) position that requires availability in the evening, typically between 6:00 pm – 9:00 pm (PST).

To apply for this position, please email your resume to the Co-op Services and Meeting Support Administrator, Andry Asoh at [aasoh@chf.bc.ca](mailto:aasoh@chf.bc.ca).