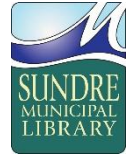


Digital Literacy Coach (Term Position, Grant-Funded)
Sundre Municipal Library
Sundre, Alberta



Sundre Municipal Library is seeking a community-minded and tech-savvy **Digital Literacy Coach** to support residents in building confidence with everyday technology. This rewarding term position provides one-on-one assistance and small group instruction to help patrons use devices, access online services, and develop practical digital skills.

The ideal candidate is patient, approachable, organized, and able to explain technology in a clear and supportive manner to learners of all ages and experience levels.

Position Term

Start Date: **May 11, 2026**

End Date: **June 15, 2027**

This is a grant-funded term position. Continuation beyond the end date is dependent on future funding approvals.

Key Responsibilities

- Provide scheduled one-on-one technology support to patrons
- Assist with smartphones, tablets, laptops, email, apps, printers, Wi-Fi, and online accounts
- Support access to eBooks, digital resources, and library technology services
- Deliver beginner-friendly workshops and small group learning sessions
- Teach topics such as device basics, internet safety, email use, and common applications
- Identify issues requiring advanced technical support or external repair services
- Maintain appointment records, usage statistics, and activity summaries
- Collaborate with library staff to promote services and respond to community needs
- Maintain patron privacy and confidentiality at all times

Qualifications

- Strong working knowledge of consumer technology including Windows, Apple, Android, and iPhone devices
- Confidence using common software, internet browsers, email platforms, and online services
- Ability to explain technical concepts in simple, easy-to-understand language
- Excellent customer service and interpersonal skills
- Patience working with beginners, seniors, and diverse learners
- Ability to work independently in a public-facing environment
- Strong organization and time-management skills
- Experience in technical support, teaching, training, or customer service is an asset
- Satisfactory Criminal Record Check required
- Legally entitled to work in Canada

Hours of Work

Approximately **3 to 6 hours per week**, depending on bookings, programming needs, and community demand.

Sessions will generally occur during regular library hours. Occasional evening programs may be scheduled with advance notice.

Compensation

\$21.51 per hour

How to Apply

Please submit your resume and cover letter to sundrelibrary@prl.ab.ca.

This competition will remain open until we select a suitable candidate.