



Title: Part-time Library Digital Navigator

Location: One of the following San Mateo County Library Branches: East Palo Alto Library and Half Moon Bay Library.

Hours: Monday - Thursday, 10AM–12PM & 4PM–7PM and Saturdays 11AM–2PM

Part-time: Up to 17–22 service hours per assigned location weekly

Duration: February - June (end of June)

Salary: \$22-25/hr

Our Work: *Tech Exchange* is a non-profit organization committed to advancing digital equity in the Northern CA/Bay Area. Operating on an environmentally sustainable model, we refurbish donated computers and provide them to families, schools, and community organizations. With a mission to bridge the digital divide, we've distributed over 100,000 computers since 1995, diverting over 3,000 tons of e-waste from landfills.

Are you passionate about technology and helping others?

Join Tech Exchange as a Digital Navigator and gain hands-on experience in tech support, digital literacy, and community outreach while making a real impact in San Mateo County! This role is perfect for you if you are looking to build tech skills and support digital inclusion in your community.

What You'll Do:

- Provide 1:1 digital navigation and tech support to library patrons
- Deliver 17–22 service hours per week at assigned library location(s)
- Support patrons with basic computer use, mobile devices, internet navigation, email, and online forms
- Track attendance, languages used, and service hours
- Administer pre/post micro-assessments and satisfaction surveys (provided by SMCL)
- Make referrals to library services, including library cards, tech lending, and class sign-ups
- Complete required monthly or ongoing reports for library partners
- Contribute to a final report by July 15 with outcomes and recommendations
- Collect photo documentation when permitted

Qualifications:

- Fluency in Spanish (Strongly Preferred)
- Prior experience providing tech support or digital assistance (formal or informal)
- Interest in technology, digital equity, and community engagement
- Comfortable supporting adult patrons with varying levels of digital skills
- Patient, friendly, and professional in public-facing environments
- Able to work independently and manage time during assigned shifts
- Comfortable learning and using new technology tools



- Motivated to build resume-ready skills and career pathways
- Reliable transportation to travel to assigned library branches

How to Apply:

Please email your resume to **Vy Truong** at vy@techexchange.org. In the subject line, please include: **San Mateo County Library Application**.

Deadline to Apply: February 20, 2026

Start Date:

The role begins in **February 2026**. Exact start dates will be provided.

Take the first step toward a tech career while making a difference!

Apply today!

Questions?

Vy@techexchange.org

Vy Truong