Radical Routes Tech Support 12-month contract

Radical Routes is looking for an individual, collective or coop to provide technical support, enabling people to access, understand and use RR's digital infrastructure and to keep that infrastructure secure, backed-up and up-to-date.

Note (just for interest) that this paid role is the equivalent amount of time to a member co-op's work commitment to RR.

What is Radical Routes?

Radical Routes is a network of radical co-ops whose members are committed to working for radical social change. The network is made up mainly of housing co-ops of various sizes, a few worker co-ops and a couple of social centres. www.radicalroutes.org.uk

Contract Terms

Location:　　　remote working, plus attendance at the four quarterly gatherings (remote if necessary, although in person attendance is preferred)

Hours:　　　Estimated 'on-call' support hours – ca. 2h/week
Estimated Upgrading/updating/security work – ca. 7h/quarter
Digital Working Group meetings & reporting time - 4h/quarter
In person gathering attendance: 40 hours/quarter or
Remote gathering attendance: 15 hours/quarter

Fee:　　　£780/quarter + £375 if attending the gathering in person

Responsible to: Radical Routes Digital Working Group

Job Goals (in co-operation with Digital Working Group)

- That everyone in Radical Routes is able to access, understand and use RR's digital infrastructure
- That RR digital infrastructure is kept running smoothly and securely
- That data is backed up regularly
- That the way RR uses technology is within the ethical, educational and political framework of the Free Libre Open-Source Software movement (FLOSS)
- That others within RR, particularly those in Digital Working Group, are skilled up and empowered around use of IT.
- To provide continuity of knowledge and skills around the RR digital

systems to the Digital Working Group.

Job Description

- To be 'on-call' for hours agreed with the Digital Working group, to provide timely user support and trouble-shooting.
- To provide advice to the Digital Working Group on digital solutions, with regard to usability, accessibility, FLOSS principles, future-proofing and financial impact.
- Where required, to carry out regular backups and upgrades.
- Where required, to implement changes, set up new systems and carry out migrations.
- To get users set up on the system, provide group training and one-to-one advice at gatherings or as required.
- To ensure that members of Digital Working Group and others within the network have the opportunity to develop and practice their own skills doing the tasks outlined above.
- To log own hours and to work with members of the Digital Working Group so that the Job Goals can be achieved by them if the contracted hours aren't enough.

Person Specification

Essential
- Tech-minded
- Problem-solving skills
- Enthusiasm to learn
- Ability to communicate in plain language
- Experience teaching beginners
- Reliable
- Good at team-working, record-keeping and communications
- FLOSS-minded

Desirable
- Wordpress.org
- Nextcloud
- Cloudron
- Data security
- Backup systems
- Understanding of accessibility issues in IT

People applying need to be capable and willing to learn how Cloudron works. This is not for everyone / anyone, but anyone capable and willing *can* be trained to understand it.

Application process

There is no form. Please send an application letter to digitalwg@radicalroutes.org.uk CVs are welcome, but not a requirement, due to the public nature of the

decision process.

Deadline for applications: 8pm Friday 25th February 2022

Shortlisted applications will be uploaded to a Loomio thread in the Loomio Group 'Radical Routes – Projects & Working Groups' by the end of Sunday 27th February.

Digital Working Group will hold an online meeting open to all Radical Routes members, **12-3pm on Sunday 6th March**. We request that shortlisted applicants make themselves available to join the meeting to be asked questions during that time. Other meeting participants will be asked to familiarise themselves with the applications in advance.

The workshop will issue an Emergency Proposal for RR members to agree the successful contract-holder. If there are no objections, applicants will be informed of their success or otherwise by 10pm, **Sunday 20th March**.