



## 312 Main Community Co-op – Project Overview

### Our Mission & Vision

312 Main is a Global Centre for Social and Economic Innovation, a community hub for those who seek meaningful connection and social impact. With a ground floor gathering place and a growing coworking community, we are cultivating collaboration between individuals and organizations. Collectively we will break down barriers, empowering our members and residents of the DTES neighbourhood to thrive.

We are building an accessible, welcoming and nourishing home for a dynamic community of advocates, activists, inventors, entrepreneurs, artists, and organizations. A cooperative culture is emerging from the diversity of members, interests, exhibitions, learning opportunities and cultural events. Our members value collaboration over competition and we are working toward ambitious and measurable social and economic impact.

### Project Core Values:

#### **Dynamic and inclusive community space**

Members and visitors are inspired to deepen, explore and build new systems that are equitable and just. The ground floor café, events, and exhibitions are designed to be accessible to all.

#### **Diversity, our strength**

312 Main is home to people across ages, abilities, lived experiences, identities, languages, and cultures, traditional and self-taught educations. We encourage a mix of new and established organizations, and we invite both individuals and larger teams to collaborate.

### The path to achieving our vision requires us to create a space that enables:

**Systemic change**

**Growth opportunities**

**Achievement**

**Community impact**

**Reconciliation**

**An entrepreneurial ecosystem**

**Collaboration and sharing**

**Democratic engagement**

### This project also subscribes to the internationally recognized Core Values of Coworking:

**Community** – community building, organizing, animating, and impact

**Collaboration** – collaboration over competition, working together to achieve great things

**Openness** – sharing best practices, sharing personal experiences, welcoming others

**Accessibility** – physical and financial accessibility for all members

**Sustainability** – environmental and financial sustainability



## **312 Main Community Co-op: Job Posting**

### **Position: Member Technical Support**

**Compensation: \$40K to \$45K/year, based on experience**

Our team is searching for a dedicated Technical Support person to help our members best utilize the systems available throughout our coworking community. Working with the Director of Technology (DOT) and Community Manager (CM), you will focus on the member experience, helping them connect to the office network, printer, and various audio/visual equipment.

### **Skills and Experience**

- Experience working with a coworking community/facilities and technology
- Belief in the coworking vision and goals and commitment to deliver those values
- Strong customer service skills and ability to identify member problems
- Ability to communicate and put the customer at ease is a priority
- Strong IT support skills and technical knowledge
- Strong multi-tasking and problem-solving skills
- Experienced with security, access, and communication systems
- Approachable personality, helpful demeanor, excellent communication skills
- Audio visual assistance in conference room setup and rentals
- Experience with network technologies, switches, routers, firewalls, etc.
- Committed to helping all community members identify and solve IT problems
- Ability to work well independently and as part of a team
- Curiosity, willingness to learn, and willingness to grow
- Confidence in abilities

### **Responsibilities:**

- Report directly to the Director of Technology
- Work alongside coworking Community Managers to assist members
- Assist DOT with general installation and system implementation
- Assist 312 Main staff, guest, and volunteers with troubleshooting
- Working with a small, nimble technical team responsible for 312 Main's technology systems and IT operations
- Work with members to access the network and printing resources
- Assist members with Audio/Visual equipment and troubleshooting
- Understanding the network infrastructure to better diagnose and report issues
- Monitor and report on network performance and usage
- Assist with access control (key fob) and network security systems
- Able to work overtime/weekends occasionally, sometimes on short notice in emergencies

## **Assets**

- Knowledge of local independent businesses, entrepreneurs, coworking locations, and service providers
- Connection to the local community and neighbourhood
- Knowledge of the local entrepreneurship / coworking community
- Live nearby

The 312 Main Community Co-op embraces an inclusive work environment that is reflective of the communities it serves. We work proactively to be fair and equitable in practice. Diversity, accessibility and flexibility are upheld. We value and consider life experience as an integral qualification for employment. This means you – as you are.

**Please submit your resume in PDF format via email to [info@312Main.ca](mailto:info@312Main.ca) before 5:00PM on May 7<sup>th</sup>, 2018.**

Candidates invited to participate in an interview will be notified by May 14<sup>th</sup>, 2018.  
**Interviews will take place May 17<sup>th</sup> – 18<sup>th</sup>, 2018.**