League of Women Voters of New Mexico
Job Description – Technical Support

Role:

Maintain and update League web site, listservs, and other social media, in order to keep the the public and League members informed about League events, elections and legislation and provide links to other resources.

More than one person may provide on-line technical support. All are members of the Communications Committee.

Responsibilities:

Maintain LWVNM listservs
- Keep records of listserv names and hosts, owners, moderators and settings
- Issue invitations to new Board members
- Remind membership of list availability in state and local newsletters
- Provide convenient links to join from web site
- Monitor "bounce" lists and remove nonfunctional email addresses. Contact members with bad email addresses if possible.
- Monitor lists for spam and take appropriate action to repress
- Set up additional lists as needed; delete lists that are no longer needed

Maintain LWVNM web site
- Keep record of ISP contact information and access information (username, password, etc.)
- Keep home page current.
    - o Flag special events
    - o Provide links to elections and election-related material
    - o Flag new publications and links
- Put *Voters Guides* and *Voters Keys* up as downloadable PDF and/or HTML. Link to local Leagues' *Voters Guides* and other voter service publications.
- Post a PDF of each La Palabra, obtained from Editor, in which no e-mail addresses appear in plain text
- Update other pages regularly
    - o calendar for upcoming year should be posted as soon as available and modified as needed
    - o action pages need to be maintained almost daily during legislative sesstions, and reviewed approximately monthly at other times
    - o League contact information and contacts for elected officials must be current
    - o program pages, bylaws and positions should be updated after annual meetings
    - o The board resources page should include current draft and approved procedures, minutes from annual meetings, portfolio descriptions and resources shared among local Leagues
    - o Keep up to date with educational information on Links/Forms page.

- Assist committees and study groups by posting information as requested.

Maintain Email Aliases:
- Record instructions for changing e-mail addresses with current ISP
- Update aliases when office holders change
  - president@lwvnm.org (goes to president, plus possibly vice president)
  - action@lwvnm.org (goes to action committee chair)
  - membership@lwvnm.org (goes to membership chair)
  - lwvnm@lwvnm.org (goes to president)
  - board@lwvnm.org (goes to all board members)
  - webmaster@lwvnm.org
  - nominations@lwvnm.org (goes to nominating committee members)
- Create new aliases if needed

Develop Facebook page and other social media tools for LWVNM
- Set up access and guidelines for posting to and monitoring Facebook page
- Investigate use of Constant Contact or alternative
- Advise board on use of social media

Train additional technical support personnel
- Identify individuals who can maintain specific parts of the web site, such as the Action pages or the Board Resources
- Help selected board members learn to use any social media that may be established

RESOURCES

Current listservs:
- LWVNMTopics@yahoogroups.com
- LWVNMAction@yahoogroups.com
- LWVNMFair@yahoogroups.com

Current ISP/web site host
Domain name registered with ?, expires ?
ISP: Southwest Cyberport's nmia.com (New Mexico Internet Access) ?
    Help desk: help@nmia.com (505) 247-0888 Norman W., David Taggart
    Currently hosted at no charge to LWVNM

RECORDS CHECKLIST

DOCUMENT	*COMMENTS*
List of League members providing technical support	
Documentation for all established on-line tools	e.g., hosts, contacts, passwords, sources for assistance, detailed procedures if appropriate