



IT Department

Volunteer Job Description

IT Department Volunteers

Description

We are seeking dedicated volunteers to assist with basic IT support and technology support throughout the St. Vincent de Paul programming areas. IT volunteers work as a team to help ensure our organization and operations run smoothly and efficiently, enabling us to better serve our community.

Location

Main Office: 2500 Churchman
Other facilities, as needed

General Schedule

Suggested weekly team support day Thursday morning at 2500 Churchman
Support to various areas and facilities, as needed, throughout the week
Typical time commitment: approximately 4 hours/week, flexible based on projects

Technologies and Systems Serviced and Supported

The IT Team works together to determine how to divide supports to various technologies and systems based on each person's interest and the project need:

Areas of Interest

- Servers
- Computers
- Networks
- Security Cameras
- Recorders Digital
- Phones
- Audio
- Point of Sale Terminals
- Copiers
- TVs

Areas of Support

- Microsoft Azure environment to support our application usage
- Microsoft Operating Systems
- Salesforce and/or CRM experience
- Upgrading computer hardware - processor, memory, and storage
- Install and support digital cameras, dvrs, monitors
- Acquire, install, and maintain network routers, switches, and vlans

Positional Tasks

- Support staff and volunteers with basic computer and technology needs
- Identify and resolve technical problems
- Effectively communicate common tech problems and tasks through guides, sop instructions, videos, etc.
- Help manage and maintain current organizational technology



IT Department Volunteers

Training and Mentorship

- Receive support by working side by side with seasoned IT volunteers
- Acquire new skills through on the job mentorship and guided training
- Join a team of like-minded and dedicated volunteers
- Add your own personal expertise to a dynamic team

Onboarding Requirements

Organizational Requirements

- Registration in the Database (including agreement to Safeguarding training and Code of Conduct)
- Background Check (if applicable)
- Sexual Offender Registry Check

IT Team Requirements

- Introductory conversation with current IT team

Questions

- Contact the Volunteer Services Team at: volunteers@svdpindy.org

