

Position Title:	IT Support Volunteer
Reports To:	Head of Platform
Position Type:	Volunteer
Time Commitment:	2-8 hours per week, minimum six months
Location:	Milton Office or Work from Home

POSITION PURPOSE

The purpose of this role is to support the GIVIT team with IT needs, from hardware, software setup, troubleshooting and refurbishment of donated devices. GIVIT rely on our IT Support volunteer's generous contribution to keep our systems humming.

ROLES AND RESPONSIBILITIES

Function	Tasks
General IT support	<ul style="list-style-type: none"> • Provide all round general computer, laptop and IT support for staff and volunteers • Assist with general laptop set ups • Undertake hardware updates on devices • Assist in the setup of SharePoint and help educate team members • Assist in developing and extending our Teams platform usage
Refurbishment of devices	<ul style="list-style-type: none"> • Assist with the refurbishment of devices that have been donated so they can be made ready to match with requests on the GIVIT website.
Workplace Culture	<ul style="list-style-type: none"> • Work effectively with other IT Volunteers to support GIVIT • Role model behaviours that demonstrate a high level of integrity • Follow GIVIT policies and procedures with pride

SKILLS AND KNOWLEDGE

- Demonstrated experience in a similar role, supporting users
- Experience with general IT, Office 365 and performing system updates
- Advanced computer skills
- Outside the box problem solving to advance GIVIT's IT solutions on a small budget
- Ability to refurbish donated devices to get them fit for purpose
- High level of accuracy and efficiency
- Outstanding attention to detail
- Positive outlook and commitment to continuous improvement
- Demonstrates a supportive approach to colleagues and their responsibilities
- A strong team player, willing to 'roll up your sleeves', to assist the team
- Willingness to be contacted and, if available, assist during times of disaster
- A clear police history check

When you join the GIVIT team you become part of the GIVIT Family. We look for people who value kindness and empathy; act with integrity and respect as well as support all without judgement, discrimination or bias. If you are looking for a workplace that values your life experiences, passion and desire to make a real difference in local communities and in Australian lives, then you belong in the GIVIT Family.