

IT Support Position Description

Under direction of the ECHO IT Team Lead, the IT Support volunteers help implement and maintain efficient and effective operations/administration across the ECHO enterprise for meeting ECHO's mission to help neighbors in need.

To help implement and maintain efficient and effective operations, the IT Support Volunteers have the responsibilities to provide:

- **Support for new functionality rollouts:**
 - Become familiar with major applications: Schedule, Client Database, Donations
 - Introduce new functionality to volunteers before they start their shift
 - Show new volunteers how to use the application(s) they will work with
 - Encourage volunteers to work with the new functionality
 - Assist volunteers record and report problems encountered
- **IT Technical Support:**
 - Help volunteers with technical issues such as printer assignment and system error messages
 - Work with IT Team to diagnose system error messages
 - Introduce new volunteers to the ECHO desktop
 - Setup new volunteers with network access
 - Diagnose and fix printer issues
 - Help with special printing tasks
- **On-site / Remote Support:**
 - Will need to be on-site during each shift for rollouts of major functionality
 - Work with new volunteers on their first shift
 - Help diagnose problems working remotely (from home)

Skills / Experience:

- Basic familiarity with Windows 11, PC hardware, networking and applications
- Prior experience with hands-on training and support
- Available to work at ECHO on any shift and able to work remotely
- Interpersonal skills and patience