ROLE PROFILE FOR IT SUPPORT TEAM MEMBER

Overview of Role

As a member of the Volunteer IT Support Team, you will help fellow volunteers make better use of CISV's digital tools and platforms. You will support our mission delivery by helping users navigate platforms, resolve access or configuration issues, and understand how to use the systems that enable coordination, communication, and collaboration across countries and teams.

This role is not about being an expert technician, rather, it is about providing friendly, practical guidance and ensuring that volunteers feel supported, confident, and able to carry out their roles using CISV's digital tools.

Key Responsibilities and Tasks

Provide user-level support and guidance
Assist volunteers with common requests, such as accessing systems, managing accounts, navigating tools, or resolving minor configuration issues. Use existing guides, templates, and documentation wherever possible.

Help maintain clarity and consistency across tools
Support with updates to naming conventions, permissions, or templates in collaboration with staff and committees. Help reinforce standards that keep systems organised and functional.

Support onboarding and offboarding processes
Help ensure volunteers are onboarded smoothly into tools and have the right permissions for their role. Assist with offboarding checks to remove access when roles conclude.

Support documentation and communication
Help capture frequently asked questions, update instructions, and share clear information about changes or new processes. Provide friendly and concise explanations for users who may not be familiar with technology.

Escalate when needed
Understand the difference between issues you can handle vs. those requiring escalation to the International Office, specialist volunteers, or external vendors.

Working Relationships

The team works collaboratively with the Global Communications Team, specifically the Digital Systems and Communications Officer and may be temporarily assigned to support ongoing projects or consultation periods that require technical coordination.

Key Competencies

You have a service-oriented mindset, enjoy helping others, and have patience when explaining tools or processes. You are a practical problem-solver with strong interpersonal and organisational skills and are comfortable learning as you go.

Awareness:
- Awareness of different levels of digital confidence across volunteers and countries
- Understanding of how small configuration issues can affect communication or coordination
- Sensitivity to information security and data privacy when handling access, accounts, and permissions
- Awareness of the complexities of communicating in English as a second language
- Awareness that volunteers may be using a variety of devices and internet environments

Attitude:
- Curious, patient, and supportive
- Willing to learn and ask questions
- Comfortable following processes and using templates
- Collaborative and keen to help others succeed
- Open to feedback and improvement
- Service-driven, not perfection-driven

Skills:
Helpful but not required:
- Ability to navigate and learn digital tools (e.g., Microsoft 365, Salesforce, WordPress, Moodle)
- Ability to explain concepts clearly and simply
- Ability to capture requests, track progress, and close the loop with volunteers
- Ability to follow documentation or update basic instructions
- Ability to recognise when an issue should be escalated
- Ability to communicate primarily in written English.

Knowledge of:
Useful (can be learned):
- Basic understanding of CISV structure and volunteer roles
- General platform knowledge at a user level (e.g., accounts, permissions, profiles, notifications)
- Awareness of information security & digital identity concepts
- Familiarity with standards/procedures for onboarding, offboarding, and roles