

IT System Admin

ROLE INFORMATION

POSITION TYPE: Volunteer Full Time Part Time

TEAM: Technology

SUPERVISOR: Director of Technology

TIME COMMITMENT: 1 to 5 hours/week

IN-OFFICE/REMOTE: In-Office Remote

RESET180

Reset180 is a not-for-profit 501(c)(3) Christian organization in Northern Virginia whose mission is to **prevent** local human trafficking and commercial sexual exploitation, **disrupt** the related networks, and **restore** those who are impacted.

GENERAL ROLE DESCRIPTION

Reset180 is seeking a person who is passionate about using their technical skills to further our mission to prevent and disrupt modern-day slavery while restoring lives. The IT System Admin is a volunteer role who is responsible for overseeing user access on different applications Reset180 uses, creating logins, and assisting with providing IT support. This role will work closely with the Director of Technology to provide technical support to Reset180 staff and volunteers.

RESPONSIBILITIES

- Learn about Reset180, branding guidelines of the organization, and different systems that Reset180 uses
- Get a general understanding of what is human trafficking and how Reset180 works to combat it
- Respond to IT support requests in a timely manner
- Create new volunteer email addresses and clean up accounts of people who have left
- Assist with providing IT support at major Reset180 events and when Director of Technology is out of office
- Update the administration documentation as needed with new tools, processes, best practices, configurations, etc

QUALIFICATIONS AND REQUIREMENTS

- Has experience creating, maintaining, and cleaning up user accounts
- Has experience providing IT support
- Has exceptional levels of patience and is able to clearly communicate technical concepts with non-technical individuals
- Preferred experience working and maintaining Google Workspace
- Preferred experience in setting up integrations with other websites, applications, and tools
- Preferred experience with writing scripts
- Minimum 21 years of age
- Must be willing to use own cell phone, computer, and transportation

- Must download and use the Reset180 communication app
- Submit and pay for an online background check: currently \$18.50 (This is because we work with victims of crime, all our volunteers must go through a criminal background check)
- Sign mandatory volunteer forms
- Adhere to Reset180 policies and procedures outlined in the Volunteer Manual