



Habitat for Humanity[®]

of Wake County

Serving Wake and Johnston Counties

IT Support Volunteer:

Habitat for Humanity of Wake County needs an IT support volunteer to support our operations team. This is a volunteer position that requires a commitment of approximately 20+ hours a week.

Ideal candidate would have background in office administration, data entry, database management; should have accurate typing and computer skills; and must enjoy working in a learning environment. Please submit cover letter and resume to our Community & Volunteer Engagement Manager Christin Murphy (christin.murphy@habitatwake.org)

Our ideal candidate:

- Has strong communication skills and a friendly, professional demeanor when working with a wide variety of people.
- Is familiar with Microsoft Office (Word, Excel) and Google Suite (Docs, Sheets)
- Has a degree in telecommunications, computer science or related field of study, or equivalent experience in relevant IT support roles
- Has some customer service experience
- Is invested in the organization's mission, goals and accomplishments
- Is detail-oriented, analytical and inquisitive
- Works well both independently and with others
- Is extremely organized and has strong time-management skills

Your tasks might include:

- Prioritizing problems and scheduling sessions to address them; escalating problems appropriately
- Identifying and learning appropriate supported application and technology in use in the customer base
- Developing and providing resources for end users and/or staff engaged in supporting end users
- Performing testing to ensure changes or new applications meet non-technical customer needs
- Evaluating documented resolutions and analyzing trends to look for ways to prevent future problems

Dress Code: Business Casual

Reports To: SVP Finance/CFO