



IT SUPPORT

VOLUNTEER ROLE POSITION DESCRIPTION

- Commitment Period:** A minimum of 6 months, but we love it if it's longer!
- Location:** You will be working at RMCC HQ in Sunshine.
- Frequency:** Two days a week, as well as attending compulsory team meetings every other month.
- Time:** Office hours are from 9.30 am – 5.00 pm.

ABOUT RMCC

RMCC helps kids from refugee and migrant backgrounds thrive in school and life.

RMCC tackles the unique and complex barriers faced by school aged children and youth from refugee, asylum seeker and migrant backgrounds that now call Australia home through their settlement journey, so they become empowered individuals that can create their own opportunities.

The RMCC journey started from humble beginnings in 2012 and has evolved to us assisting over 800 kids across multiple programs, and in 2020 our goal is to reach over 2000 kids in need.

We provide unique and tailored mentoring programs in our four focus areas of education, identity and belonging, life skills, and mental health and wellbeing by bringing together, upskilling and collaborating with the three key figures in each child's life: their school, family and the wider community.



PURPOSE OF THE ROLE

The IT Support Volunteer helps keep the office functioning in order to support our programs, which provide educational and life skill development support to refugee, asylum seeker and migrant children between the ages of 5-18 years. The IT Volunteer will work with the CEO and Operations Officer to ensure that volunteer and staff computer systems are up-to-date and work to develop a technical support strategy for RMCC's future.

KEY RESPONSIBILITIES

- Providing technical support to a busy team for software, hardware, servers, routers, firewalls and networking equipment issues;
- Management of network hardware (e.g. switches, routers, access points);
- Software configuration;
- Ensuring internal monitoring systems are optimised;
- Internal consultation, sharing expertise and knowledge within the organisation;
- Update ICT Systems documentation.



WHO YOU ARE

- Passionate about the mission of RMCC and creating change for children from a refugee or migrant background;
- A relevant tertiary qualification, certification and/or equivalent experience;
- Troubleshooting experience in and excellent knowledge of Windows, Microsoft Office, print, hardware, and file servers;
- The ability to solve complicated problems in a multi-platform environment and quickly learn new technologies;
- The ability to explain technical concepts and communicate effectively with systems users;
- The ability to manage multiple priorities and complete tasks to deadlines;
- Self-motivated and driven individual who can work both independently with limited guidance and in a team environment.

YOUR SKILLS AND EXPERIENCE

- Fluent in the English language;
- Excellent verbal and written communication skills;
- Previous volunteering experience is looked highly upon.

ADDITIONAL REQUIREMENTS FOR THIS ROLE:

- Current Working With Children Check or willingness to obtain one;
- Current National Police Check or willingness to obtain one;
- Attend mandatory team meetings every other month;
- Able to volunteer between 9.30 am – 5.00pm two days a week for a minimum of 6 months.

APPLICATIONS

Email your resume and a cover letter to volunteer@rmccaustralia.org.au.

