Remote Volunteer Technical Support Role

Job description

This is a volunteer role (approx. 4 hours per week) based remotely. The Volunteer Technical Support is responsible for the oversight of the NGO's digital infrastructure, maintaining security protocols, and responding to critical technical emergencies. They will report directly to the CEO and work to formalize IT procedures to ensure long-term organizational continuity. This role is a fixed one-year term and includes a one-month handover period for their successor.

Role specification

Infrastructure and Security Management:

- Act as the primary administrator for the Microsoft 365 environment
- Perform regular security audits to manage permissions, remove dormant accounts, and ensure the principle of "least privilege" across the team.
- Help with offboarding protocol to ensure all digital keys and account ownership are transferred back to the NGO when staff or volunteers depart.
- Consult with the team to ensure all technical systems adhere to organizational safeguarding policies, specifically regarding data privacy and the protection of member information.
- Maintain a secure digital environment for staff and members by identifying operational risks and reporting potential vulnerabilities or breaches immediately to the CEO.

Critical Support and Strategy:

- Act as the on-call point of contact for critical system failures (e.g., total email loss, or security breaches).
- Utilize a structured ticketing or request system to streamline technical support
- Advise the CEO on technical "vetting" and trust markers for future IT volunteers to safeguard the organization's power and data.

Knowledge Transfer and Communication:

- Act as a technical mentor to the staff, explaining the logic behind security policies (the "why") rather than just issuing instructions.
- Help foster an empathetic security culture where technical guardrails are seen as tools for mission success rather than roadblocks.
- Lead a 1-month handover period at the end of the term to train the incoming volunteer, ensuring a seamless transition of power and knowledge.

> Please email your CV and a brief cover letter on why you'd be a good fit for the role to info@refugeesupporteu.com by July 27th