

IT4Causes

Volunteer Engagement Bid Sheet

Opportunity (Completed by IT4Causes)	Agency	ART180 (www.art180.org) and others				
	Project	Apple and Mac Support				
	Project Description	Support iMac and MacBook users in desktop support, application support, networking, and storage using AirPort and TimeCapsule.				
	Task	Research and resolve individual user issues on an as-needed basis. 72-hour turnaround.				
	Task Description	If you're the person the Mac owners in your family call when they have an issue, then you are exactly the person we're looking for to help lead this. Issues typically involve networking, system stability, and application questions. Most issues can be worked remotely, though some availability to get on-site early or late in the business day would be appreciated. Client is NOT expecting immediate response to issues; we are shooting for 72-hour turnaround from issue reported to resolution started.				
	Requested Timeframe	Ongoing. Sign up for one or more months of coverage.				
	Estimate	3-6 hours per month				
	Skills Needed	Apple / Mac				
	Skill Level Requested	Intermediate				
	Contact Volunteer.Manager@it4causes.org if you're interested in helping with this task!					