

**IT4Causes**

**Volunteer Engagement Bid Sheet**

<b>Project</b> Level 2 Support for PC/Server/network issues					
<b>Project Description</b>		IT4Causes is now providing help desk support for several clients. Initial non-critical issues are routed via email to a group of interns with A+, Net+, Security+, and/or Cisco certification (but without a lot of experience). We are looking to build a pool of more experienced help desk pros who can help the interns with more complex problems, and occasionally field more urgent issues such as server or network down situations.			
<b>Task</b>		Help our interns resolve more complex issues, and occasionally handle more immediate server and network issues via phone.			
<b>Task Description</b>		Hold "office hours" periodically to allow interns to ask questions to help them resolve end-user support questions in Windows and Office. During scheduled blocks during the workday, field infrequent calls related to more urgent situations like Network or Server down, using configuration info supplied by IT4Causes.			
<b>Requested Timeframe</b>		To be arranged with volunteer. We'd like to find people who are willing to commit to provide a few hours a week of coverage for one or more months at a time			
<b>Estimate</b>		2-4 hours per week of "office hours" where interns may consult with you; 0-5 hours per month helping with more critical issues			
<b>Skills Needed</b>		Desktop/Laptop	Windows Admin	Wired/Wireless	Office 365 Admin
<b>Skill Level Requested</b>		Intermediate	Intermediate	Intermediate	Basic