

Position Description

Position:	IT Support Volunteer
Supervisor:	ICT Services Coordinator.
Location:	Based at ASRC Footscray
Time Commitment & Availability:	Typical commitment is 1 shift per week 10am to 5pm, for a minimum period of 6 months, with some flexibility.

Position Purpose

The IT Support Volunteer provides practical, first-level IT support to staff and volunteers, helping ensure systems run reliably day to day. Working with the ICT Services Coordinator, the role assists with troubleshooting, maintaining equipment and supporting small IT projects. The focus is on resolving issues efficiently and supporting users to confidently use systems, to support the overall

About the Program: Information Technology

Staff and volunteers rely heavily on the ASRC's computer system for research, communication, data storage and other essential tasks that keep the centre's programs running smoothly. The IT Program is charged with availability, performance, security and maintenance of the production Windows environment of the ASRC and where applicable ensuring that these production services meet or exceed their prescribed service levels. This program also looks after technologies such as the telephone system and photocopiers along with mobile equipment which may be used for meetings and presentations like laptops and projectors.

Organisational context

The Asylum Seeker Resource Centre (ASRC) is Australia's largest independent organization providing aid, employment, health services and advocacy for people seeking asylum. Powered by over 500 volunteers and 200 staff, we create welcoming and inclusive environments. Our organisational values are **Welcoming, Authentic, Courageous** and **Collaborative**.

Key Responsibilities

- Provide first-level support for hardware, software and basic network issues
- Set up and maintain workstations, printers and other IT equipment
- Assist with software installations, updates and routine system maintenance
- Create and manage user accounts, email access and shared calendars
- Support users with basic troubleshooting and guidance on systems and applications
- Assist with backups, system documentation and general IT housekeeping
- Contribute to small IT projects, including setup, testing and implementation

What We're Looking For:

Essential:

- Commitment to the rights of people seeking asylum and ASRC values (Collaboration, Welcome, Courage, Authenticity)
- Good communication and teamwork skills
- Reliability and willingness to commit to agreed volunteer hours

Desirable:

- Prior experience in a similar role
- Lived experience as a person seeking asylum, or from a refugee background
- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia

The ASRC values lived experience, passion and commitment to justice and human rights for people seeking asylum over formal qualifications. You are encouraged to apply even if you do not meet every criterion.

Compliance:

Before commencing with ASRC you will be required to complete the following:

- Police Check
- Working with Children Check
- Volunteer Agreement
- Volunteer Training
- 3-Month Review Period