



Job Description: IT Support

Position Title: IT Support

Location: Buddhist Fellowship (BF)

Reports to: IT Support, Coordinator

Commitment: As and when needed

Overview:

As an IT Support Team volunteer, you will be instrumental in ensuring the reliability and effectiveness of BF's technical infrastructure. Your role supports the setup, maintenance, and troubleshooting of critical IT systems that enable the smooth delivery of Dhamma services, events, and day-to-day operations.

Key Responsibilities:

- Maintain and support network equipment (routers, switches, cabling) to ensure stable connectivity.
- Provide end-user computing support for laptops, printers, and software-related troubleshooting.
- Assist in setting up file servers and performing basic administrative tasks.
- Support Wi-Fi access point setup and resolve connectivity issues as needed.
- Provide technical assistance during Dhamma talks and events (e.g., projector, internet, live-stream support).
- Document issues, fixes, and provide input for improving IT processes and resilience.

Requirements:

- Some experience or knowledge in IT support, especially in networks or computing hardware/software.
- Ability to troubleshoot and work independently when needed.
- Responsible and proactive, with attention to detail.
- Willingness to learn and collaborate with others.
- Respect for Buddhist values and commitment to working in harmony with fellow volunteers.

Benefits:

- Opportunity to serve the Triple Gem through your skills.
- Gain experience in IT infrastructure and support in a real-world setting.
- Work closely with a dedicated and kind-hearted team.
- Deepen your engagement with the Dhamma while supporting the community.