



Funding Partners



2010 GRANDE PRAIRIE ARCTIC WINTER GAMES Volunteer Job Description

Job Title: Help Desk Representatives

Division: Communications & IT

Contact: Scott Seidler
scott@infotechgp.com

Reports To: Scott Seidler

Responsibilities:

- Provide technical support
- Answer help desk phone calls and assist users
- Dispatch technicians if necessary
- Check in and make sure and check out equipment
- Repair/setup computers at the help desk

Qualifications:

- Must have good verbal communication skills
- Must be familiar with Windows and computer hardware basics
- Training of GEMS, inventory control, air cards etc will be provided

Volunteers needed: 63 volunteers

Availability: each day March 6-13
7am – 12pm,
12pm – 5pm,
3 per shift 5pm-10pm

Crossovers: telecommunications – to be equipped with mobile phone or two-way radio