Calcutta Rescue
Caring for the underprivileged

Placement Description

Volunteer IT Consultant

Hours: 40 hours over 5 days

Reporting to: Local IT Executive

Accountable to: Volunteer Coordinator & CEO

Summary

CR is a medium sized, busy NGO in Kolkata that requires a qualified volunteer to assist with its IT infrastructure. Calcutta Rescue has a small but well-used IT infrastructure, including 20-30 PCs that are networked and share an Internet connection in the main Kolkata office. The office has one PC that operates as a file and print server. It's a very simple network with few other centralised services - it's mostly what might be called peer-to-peer networking on Windows XP, and it has outgrown this configuration.

CR also has a number of PCs at different sites around the city - schools, clinics and a pharmacy and supply store. Few of these are networked, and none currently have an Internet connection.

The PCs in the office are fairly modern, and CR has received donations of many old PCs and laptops that provide a challenge in terms of set up and maintenance.

With computers at different locations around the city - most of which have no Internet connection, and many volunteers and Indian staff always busy working on various projects that involve writing documents, spreadsheets and digital photos etc. USB pen drives get used to transfer files from one site to another, and so viruses and malware are a recurring problem.

With a limited IT budget the IT executive has achieved a lot, but spends a considerable amount of time fire fighting.

Responsibilities

- installation and configuration of Windows and Linux for desktop PCs

- linux systems administration - including samba

- networking and centralised network services

- IT security and best-practice

- desktop IT support

- helping run the website on drupal

- drupal and / or general webmaster skills

- getting the most out of older hardware donated to the organisation

- improving the office network including centralising user accounts, running an internal DNS server, installing a proxy server etc...

- exploring options for connectivity for computers at the satellite sites around the city

- training staff and formulating policies and guidelines

- Work alongside Volunteer Coordinator and CEO on any relevant tasks assigned to improve the IT infrastructure or increase the profile of Calcutta Rescue.

- Work alongside other volunteers on a rota basis at the weekly Fairtrade Handicraft Stall operated by Calcutta Rescue

- Maintain high standards of professional practice and competence

Essential Qualities

- BSc Computing /IT (or equivalent) with evidence of networking, hardware support and server installation & maintenance for both UNIX / LINUX and Microsoft products or demonstrable current experience in the networking, hardware support and server installation & maintenance for both UNIX / LINUX and Microsoft products.
- Proven experience at working with diverse and demanding technological situations.
- Good interpersonal/ communication skills
- Good knowledge of written and spoken English
- Flexibility/Adaptability with a sense of humour
- Ability to work well in a multicultural team
- Commitment to volunteering overseas

Desirable Qualities

- Microsoft Certified IP Professional (MCITP) or similar
- Travel or work experience within a developing country
- Knowledge of Bengali or Hindi Language