World Service Office Tech Support Team

Scope of Work and Areas of Responsibilities

Update and Maintain Technical Applications including but not limited to:

- Manage email accounts – creation of new accounts and managing the account transitions to new users
- Update Office 365 Groups as members roll on/off
- Support user accounts for set-up and troubleshooting Outlook, OneDrive, & SharePoint
- Manage "Share Access" in SharePoint to BOT, Area Delegates, BOT Committee Members, and International Convention Host Committees
- Maintain WSO and User Office 365 procedures
- Research, propose, and implement new Office 365 resources that would benefit the work of the WSO, BOT, and Area Delegates
- Support Virtual Meeting Software

Update and Manage Electronics and Computer Hardware/Software:

- Maintain running list of on-site equipment such as computers, phone systems, printers, etc. in preparation for eventual replacement needs
- Research, propose, and support the installation of new equipment purchases and new software for the WSO as necessary

Maintain and Manage Recording Process and Equipment:

- Maintain master list of recording equipment & operational procedures
- Coordinate logistics for conventions, WSC, and BOT in-person meetings
- Manage equipment and delivery and set-up/tear-down at International Conventions
- Manage volunteers for recording at International Conventions
- Edit recordings in preparation for sale
- Research and propose the replacement of equipment as necessary