IT Support Committee

Overview: The IT Support Committee of the Highland Community Curling Club provides technical support and assistance to ensure the smooth operation of our club's digital infrastructure. Comprised of knowledgeable volunteers, this committee manages our online presence, communication platforms, and technical resources to support the needs of our members and stakeholders.

Responsibilities:

Curling Calendar Setup & Maintenance:

- Manage the setup and maintenance of the club's curling calendar, ensuring accurate scheduling of league games, events, and other activities.
- Coordinate with league convenors and other stakeholders to update the calendar as needed throughout the season.

Convenor Training & Support:

- Provide training and ongoing support to league convenors on the use of club communication platforms, registration systems, and other IT tools.
- Serve as a resource for convenors to troubleshoot technical issues and optimize their use of digital resources.

Communications Committee CCM Training:

- Collaborate with the Communications Committee to provide training on the use of the club's communication management system (CCM), ensuring consistent and effective communication practices across the organization.

Maintain Website Content:

- Update and maintain content on the club's website, including news, announcements, event listings, and other relevant information.
- Ensure that the website is kept current and reflects the club's activities and offerings accurately.

Liaise with CCM & Paul McDonald:

- Act as a liaison between the club and external technical support providers such as the communication management system (CCM) provider and IT consultant (Paul McDonald) to address technical issues and implement solutions as needed.

Develop/Test Registration Rules with CCM:

- Work with the communication management system (CCM) provider to develop and test registration rules and processes for club events, leagues, and activities.

- Ensure that registration systems are user-friendly, secure, and aligned with club policies and procedures.

CCM Site Configuration:

- Configure and customize the communication management system (CCM) to meet the specific needs and requirements of the Highland Community Curling Club, including user permissions, email templates, and automated workflows.

Email Configuration:

- Manage email configuration settings for the club's domain, including email forwarding, distribution lists, and spam filtering to ensure reliable and secure email communication.

Set Up Events/Rentals:

- Assist with the setup and configuration of online registration and payment systems for club events, rentals, and other revenue-generating activities.

- Ensure that event details and rental agreements are accurately reflected on the club's website and communication platforms.

Post Minutes of Board Meetings:

- Publish minutes of board meetings on the club's website and communication platforms in a timely manner, ensuring transparency and accountability in club governance.

Yearend Maintenance/New Season Setup:

- Perform yearend maintenance tasks, including archiving outdated content, updating contact information, and preparing for the new curling season.

- Configure digital resources and communication platforms for the upcoming season, ensuring they are ready for use by members and stakeholders.

Provide Support for Technical Questions:

- Respond to inquiries and provide technical support to club members, volunteers, and staff regarding IT systems, software applications, and digital resources.

- Troubleshoot issues and escalate complex problems to external technical support providers as needed.

Qualifications:

- Proficiency in IT systems and tools with experience in website management, email configuration, and communication platforms preferred.

- Strong problem-solving and troubleshooting skills with the ability to diagnose and resolve technical issues efficiently.

- Excellent communication and interpersonal abilities with the capacity to train and support users with varying levels of technical expertise.

- Dedication to the values and mission of the Highland Community Curling Club with a commitment to leveraging technology to enhance member experiences and club operations.

Time Commitment: Being a member of the IT Support Committee typically requires a significant commitment of hours per month, including attendance at committee meetings, technical support activities, and communication with stakeholders. Consistent engagement and proactive leadership are essential to fulfilling the responsibilities of the role.