



Volunteer Description - Computer Specialist

Program:

“It’s Money in Your Pocket” is a county-wide effort to offer free tax help to low and moderate income residents of Butler County. **Our goal is simple: to ensure that people file their taxes, take advantage of all the credits for which they are eligible and do not pay outrageous filing fees to commercial tax preparers.** The tax preparation sites will be located throughout the county. Volunteer Tax Preparers who have been trained by the IRS will prepare tax returns and file them electronically, so the filer can expect a quick refund. We will also offer banking services so filers who do not have a bank account can open an account and choose to have their returns deposited directly into their account.

Purpose of Position:

Provide technical (hardware/software) support to volunteer sites throughout the filing season.

Length of Appointment:

October through April.

Responsibilities:

- Work with the Chair of the Volunteer Committee and the IRS SPEC contact to install training software at the chosen training site.
- Work with the Volunteer Site Coordinators to evaluate the hardware at each site and ensure that all computers have the necessary operating systems to support the tax preparation software.

If necessary, work with the Volunteer Site Coordinators to secure additional hardware to ensure each site has the proper capacity to provide efficient customer service during tax season.

- Install tax preparation software at sites.
- Provide day-to-day technical support for hardware and software needs to the Volunteer Site Coordinators and Volunteer Tax Preparers throughout the filing season.
- Maintain working relationship with local Internal Revenue Service (IRS) office to

gather electronic filing hardware/software information and updates.

- Maintain electronic filing hardware inventory and specifications of hardware listed by assigned volunteer site, including site information and *e-filing* statistical data.
- Complete an Annual Property and Data Deletion Certification form at the end of each filing season and submit to your IRS SPEC contact. This form certifies that all taxpayer data has been backed-up and removed from all computer equipment and that all data deletion steps have been completed.

Qualifications:

- Working knowledge of personal computers, software and communication systems.
- Knowledge of electronic filing procedures and program, including the electronic transmission of tax returns. If necessary, training will be provided by the IRS.
- Creative nature.
- Willingness to share time, skills, and interests
- Pride in performing tasks completely and accurately.
- Ability to deal with volunteers, stakeholders, partners and the public in a helpful and supportive manner.
- Friendly, dependable and flexible.

Support Available:

- Orientation, publicity, on-site and training support will be provided by the Internal Revenue Service, site sponsors, stakeholders and/or partners.
- *e-file* software technical support will be available from the tax software provider.

Time Required:

Working with the Volunteer Site Coordinators to ensure that each site has the minimum operating systems necessary to support Tax Wise will begin in October. Software installation will take place in December or January. Technical support for the sites will begin in January and continue throughout tax filing season.