



## IT Management

ADMINISTRATIVE  
OUTREACH

### ADMINISTRATIVE OUTREACH / IT ADMINISTRATION

IT support is a necessary ingredient of any successful organization. When your systems go down it become imperative to have them up and running in the shortest time possible. Highly skilled IT support is an investment in your organization's future and we take this investment very seriously. As your non-profit partner and advocate, we understand your staffing limitations. Therefore, Administrative Outreach offers highly skilled on-site and remote IT support services at rates below industry standard – currently 60% less than average technical service providers. We can help you setup and maintain your data systems economically and efficiently.

### IT ADMINISTRATOR, JESSICA ALLEY

Our IT Administrator, Jessica Alley, is a highly skilled data technician with a Bachelor's degree in Information Systems from Radford University and has 8 years' experience in the IT industry. She can setup new users from start to finish from network login to machine load. She is experienced with data cabling and network wiring, installation and maintenance of IP telephony systems, and configuration and maintenance of wireless networks, installation as well as configuration, repair and maintenance of a variety of equipment including Macintosh and PC computers, printers, faxes, modems, scanners and other data communications equipment. Jessica is also skilled in maintaining routers and switches, troubleshooting for connectivity, speed, and packet loss issues working with LAN/WAN technologies. She has monitored multiple servers and workstation computers both locally and remotely for Washington state and Taiwan satellite offices.

For more information about our IT services and how we may work together please contact:

JESSICA ALLEY  
IT Administrator  
540.224.1253  
jalley@centerinthesquare.org

### IT AND NETWORK SUPPORT

- Hardware support
- Software support
- Apple support
- Windows support
- Printer and printing support
- Network troubleshooting and support
- Server support
- Backup support and assistance
- Software training (*advanced scheduling required*)
- Consulting

### RATES

IT Services hourly rate \$35.  
A one-time complimentary consultation is available upon request.

All suggestions made by the IT Administrator would be approved by the participating organization and while we may act as the purchasing agent on the organization's behalf, no purchases would be made without prior approval. The foundation is not a hardware provider. The purchasing of hardware, software, shipping and other expenses will be billed directly to the participating organization.