



**Red Knights International Firefighters
Motorcycle Club ® Inc.
Office of the International President
Joey Powell
9013 Pageland Court
Wake Forest, North Carolina 27587
president@redknightsmc.com**



Hello to all our Red Knight Brothers and Sisters,

In today's world, technology has grown to be included in our everyday lives. I can't imagine our founding fathers would have ever thought we would have needed to adapt to this type of world. But here we are with fancy mobile apps on a computer that we can carry in the palm of our hands. The Board members recognize that we must grow and move forward to secure our futures as Red Knights!

Technology has grown to be so technical today that the Board has decided to create a new committee to tackle these challenges. The Information technology (IT) committee will help us move toward the future and help create a better experience for all of us. From creating new mobile apps, to helping us old guys out with simple tech questions, to whatever technology creates a better world for us all! It will be with their guidance and know-how to drive us into the next decade.

With that being said, we are looking to start this process of forming this committee and having them appointed at the Spring Board meeting. With some outside help, we have created a Skills and qualifications list that are below. Please review this and see if this might fit you!

IT committee skills and qualifications:

To qualify for the IT committee, candidates must possess certain qualifications. Skills that may indicate quality candidates suited for IT committee positions include but are not limited to:

- High-level knowledge of commonly used software, hardware, and applications.
- Strong oral communication skills to gather information from members and explain complex technical concepts in simple language.
- Demonstrated written communication skills to create useful support logs.
- Analytical and problem-solving skills to troubleshoot and diagnose issues.
- Time management skills to provide updates and fixes within a promised time frame.
- Multitasking skills to assist multiple members or Board members at once.
- Observational skills to recognize warning signs that indicate potential problems.
- Customer service skills to interact professionally and positively not only with members and fellow committee members but also with outside vendors, when and if the need arises.



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Our new SOG 19:02 describes the details of this new committee and will grow and change as time goes on.

19:02 Duties of the Information Technology (IT) Committee (As proposed)

The duties and powers of the IT committee are ensuring that our organization can use software and hardware to complete their daily tasks and help with future support tools. IT committee job duties include, but are not limited to:

- Resolving IT support requests from Board members
- Providing advice on appropriate hardware and software needs of the organization as a whole.
- Helping in developing new systems and tools for members to use. i.e. Help-A-Knight mobile app, mobile email, and any other systems or apps deemed necessary to move the Club forward into the future.
- R.K. Memorial Hall (e.g. electronic welcome and messaging monitor(s) / features). Ideas/recommendations.
- R.K. Memorial Park (Heaven 1 electronic memorial scroll/kiosk). Ideas/recommendations.
- Answers members' questions regarding RK apps and new chapter email setup.
- Gathering and analyzing data to diagnose problems with the computer and/or app systems
- Changing configurations, settings, and permissions to fix computer issues
- Developing streaming systems for ABM and other items deemed necessary for broadcasts.
- Installing new software and hardware drivers and updating existing ones as needed for organization owned laptops and systems.
- Developing a laptop and peripherals replacement program.
- Maintaining a database for all hardware and software items, including serial number models and account passwords for software services. These items shall be reported to the International Secretary on a quarterly base.
- Maintain a cloud-based document storage system for all offices of the International Executive Board.
- IT committee will be responsible for assisting other committees with developing modern technologies to help drive the RKIFMC.
- Developing all systems, databases, and QRGs in a manner that is user-friendly for all of our worldwide members.

The website content, Social Media content, and issuing of new RKIFMC emails will remain assigned to the Communications Chair. This committee shall have up to three members assigned by the International Board with the Chair being selected by the three members assigned. The IT committee shall not enter into any contract or make any purchases without the sole permission of the International Board.



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If you are interested in being a part of this new committee and forming a new future, please send your letter of intent/resume to the International Secretary by May 5th, 2023, to be considered for these appointments. The International Board will discuss and make recommendations for an appointment at the Spring Board Meeting.

We hope this formation will help give us all tools to grow and develop a better tomorrow for all of us! Thank you for your time and patients as we move this club into the technology age!

Thank you.

Loyal to Our Duty

Joey Powell