IT SUPPORT TECHNICIAN
POSITION DESCRIPTION

DEPARTMENT: Technical Services
IMMEDIATE SUPERVISOR: Technical Services Manager
STATUS: Part Time/Non-Exempt
HOURS: 20 to 25 hours

POSITION PURPOSE:
This position will assist the Technical Services Manager in maintaining the Museum IT components therein. The IT Support Technician is the first line of contact for all technical concerns at the museum, and must be moldable to solving a variety of issues with rapid resolution. The ideal candidate will possess patience, critical thinking, and decision making while in the field.

DUTIES AND RESPONSIBILITIES:

- Manage and provide maintenance of Salesforce, ACME and Microsoft Office 365
- Provide advance technical support and/or hands-on assistance to staff
- Manage and troubleshoot emails, phone systems, and WIFI issues
- Ability to research complex problems and develop cost effective solutions; strong analytical skills
- Assess and recommend software and hardware solutions
- Must attend staff and webinar training to become familiar with MOSH’s Point-of-Sale software, ACME Ticketing and demonstrate competency in Event Ticketing, Reservation and Analysis features;
- Assist with internal data exchange migrations
- Assist with maintaining relevant records of equipment, software, contracts, and licenses
- Identify repetitive or time-consuming tasks and develop methods to automate or optimize

SPECIAL AUTHORIZATION:
Access to all areas of the museum with the exception of personnel records storage.

QUALIFICATIONS:
To be successful, an individual must be able to perform each job duty satisfactorily.

EDUCATION AND EXPERIENCE:
- Degree/Major in Computer Science, preferred college degree coursework, or career experience in Stage Technology, Advanced Manufacturing, Automation, Information Technology and Computer Networks.
- Bachelor’s degree in Computer Science or related field (preferred)
PREFERRED EXPERIENCE

• 2 plus years of experience in computer networks and systems maintenance
• A+, Linux+, or Cisco Certified Network Associate accreditation advantages
• MS 365 fundamentals
• Seasoned with Ticketing Systems, Local Exchange, and Email/Server Migrations
• Direct Experience with O365 and Salesforce
• Expertise with printer troubleshooting (network and local), scanner troubleshooting (network and local), and wireless troubleshooting.

SKILLS AND ABILITIES:

• Proficient in database programming and software installation
• Ability to serve positive customer experience to Museum staff, volunteers, and guests with diverse backgrounds and perspectives while keeping personal information private
• Ability to meet deadlines in a timely manner
• Ability to independently conduct maintenance/IT activities with limited supervision
• Attentive listening and creative problem solving to help address concerns
• Excellent written and verbal communication skills
• Collaborate across multiple Museum departments

TIME COMMITMENTS:
Schedules vary based on the needs of the business which may include normal business hours as well as after hour special events and functions. Employee may be requested to arrive before opening of museum, including early morning openings as necessary.

DISCLAIMER:
The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of interns assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time. Management may also modify working hours and work location at any point in time. This job description is not an employment agreement or contract.

ACKNOWLEDGMENT

I have read and understand the above job description. If the description is altered, I will be presented with an updated copy to sign which I will keep a copy and one copy will go into my personnel file.

__________________________________________  __________________________
Intern (Print Name)                              Date

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Intern (Signature)