



FREDERIK MEIJER Gardens & Sculpture Park

JOB POSTING – TECHNOLOGY SUPPORT TECHNICIAN

Department: Technology

Supervisor: Director of Technology

Pay Type: Part-time 25-29 hrs/wk, Hourly, Non-Exempt

Date Posted: November 19, 2018

Job Description: Provide assistance to staff and volunteers for PC setup, software and hardware needs, as well as ongoing support. Support technology projects as assigned.

Essential functions:

- Setup, deploy, upgrade, recycling and asset management for PCs, Macs and other hardware
- Assist in performing software installations, setup and maintenance
- Assist with the setup of new users and train them how to use PC, software and phone system
- Assist with end user support and repair for PCs and Macs, printers, phone system, Windows, OSX, Microsoft office and software program support within the organization
- Assist with the setup, testing, support and tear down of technology for events
- Assist with software and hardware upgrades, migrations, testing and roll out of new equipment or programs
- Assist in the network management and the support and maintenance of the servers (including hyper-v virtual servers), switches, phone system, wireless systems, digital signage, backup, security systems, phone lines, T-1's, fiber and cabling infrastructure
- Assist the Director of Technology in helping our organization meet and maintain the ongoing standards of PCI compliance

Expected Functions:

- Other duties as assigned by Director of Technology
- Adhere to all department and organizational policies
- Strong moral and ethical values; confidentiality crucial and accessing of data only when required to complete assigned tasks
- Embrace the fact that we are a non-profit institution that serves the public and that you will work with a broad and diverse group of employees, volunteers and general public
- Work with the Technology Specialist to assist in performing multiple technology tasks
- Provide assistance to the AV team when assigned by Director of Technology

Education and/or qualifications preferred:

Experience: 3 years of experience in software and hardware setup, support and troubleshooting

Specific Skills: Good people skills, good communication skills, strong team player

Working Conditions: Office environment requires ability to operate computer and other office and audiovisual equipment, plus mobility in office, grounds and exhibition areas. Ability to multitask and work well under pressure. Ability to lift up to 10 pounds frequently and up to 25 pounds occasionally. Regular interaction with guests. Perform the setup and tear down of equipment. Flexible work schedule including days, evenings, holidays and weekends.

If you are interested in working for one of West Michigan's premier cultural institutions and with a highly-motivated team... send your cover letter and resume to hr@meijergardens.org or apply online at <http://www.meijergardens.org/contact/careers/>.

Frederik Meijer Gardens and Sculpture Park is an EOE.

All candidates are required to submit to our background and drug screening process.