JOB POSTING

IT Help Desk Specialist

Reports to: Help Desk Manager
Department: Information Technology (IT)
FLSA Status: Full Time**,** Hourly

Position Overview:
The Help Desk Specialist provides end-user support for all aspects of the Museum's IT equipment and infrastructure. The specialist performs a wide range of system and desktop support as well as advanced troubleshooting under limited supervision

Responsibilities/Duties:
Desktop support - 60%
- Responds to end-user support tickets as administered by the Help Desk Manager.*
- Troubleshoot and resolve desktop/laptop and network connectivity issues.*
- Setup and configure new systems and install software and peripheral configuration according to needed requirements.*
- Provide user instruction on individual software applications or hardware issues as needed.*
- Collaborates with Help Desk team to develop end-user walk-through and how-to guides as well as in-person training opportunities.*
- Provide after-hours support as needed.*

User Administration / Directory Management / Phone Management - 20%
- Setup user profiles and email accounts on network for all users.*
- Troubleshoot issues with Active Directory accounts, Microsoft 0365, and TCP/IP networking.*
- Assist end-users in file server directory management and change file permissions as needed.*
- Assist in telephony deployment including mobile phones, VOIP, and voicemail.*

 PC Planning / Administration – 20%
- Assist in disposal and recycling of outdated equipment.*
- Coordinates with team in maintaining a current inventory of all PCs, telephone, user hardware and software.*
- Assist in computer deployment for new employees and replacement computers for current employees.*
- Refurbish and reissue used but non-obsolete equipment to maintain efficient workflow.*
- Other duties as assigned.

Education and Experience:

- High School Diploma or equivalent, Associates or Bachelor Degree in an IT field preferred. Microsoft certifications (MCP, MCSA, MCSE, MCitP or other) preferred. One year experience in IT support. Experience and proficiency with Windows Server and Window 7/8/10 directory structure. Good working knowledge of overall personal computing hardware and software. Experience installing and configuring new computers

Job Knowledge, Skills, and Abilities:

Commitment to provide world-class support to end users and the ability to interface effectively with non-technical users. Solid understanding of IT supported technologies, and a broad knowledge of IT Technology and infrastructure. Excellent time management skills and ability to multi-task, prioritize and pay close attention to details. Excellent interpersonal and communication skills with the ability to interact effectively with others. Work a 40 hour work week and be able to provide 24-7 emergency response. Available during after-hours and on weekends to facilitate network and systems upgrades and maintenance as well as address emergency network problems. Ability to travel between multiple site locations as needed to provide support.

Required to perform other duties as requested or assigned.

To apply please go online to: https://www.cincymuseum.org/jobs

-EOE-

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