

Job Description: Senior Information Technology Technician

Date: June 2022
Title: Senior Information Technology Technician
Department: Information Technology
Position Reports To: Director of Information Services
Status: Exempt / Full-time

Summary: Maintain and install computer hardware, software, and network components; identify and resolve system problems; maintain and support infrastructure software and hardware; user support; and develop support code for system operations.

Job Duties:

- Deploys, maintains, troubleshoots, and repairs computer hardware and software.
- Deploys, maintains, troubleshoots, and repairs network infrastructure both wired and wireless.
- Responds to user questions, inquiries, and requests.
- Maintains network and data integrity and security.
- Supports audio visual systems.
- Develops and maintains custom software in support of other job duties.
- Works with staff and contractors in developing solutions in support of other job duties.

Competencies:

- Ability to prioritize and organize work across multiple simultaneous projects.
- Customer service orientation and strong communication skills with non-technical staff.
- Identifies and develops strategic uses of new technologies.
- Strong technical competency in the following:
 - Windows operating systems on both servers and clients
 - Microsoft enterprise management tools
 - Microsoft Office 365
 - Local area networks
 - Firewalls
 - Backup and restore systems
 - Audio visual components and control systems
 - Care and use of printers
 - Android devices
 - Powershell

Supervisory Responsibilities:

- None

Required Education and Experience:

- Bachelor's degree.
- Three years of experience supporting diverse hardware and software environments.
- Two years of experience supporting hosted web infrastructure.

- Customer service orientation and strong communication skills with non-technical staff.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

EEO Statement:

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