

Job Description: Information Technology Technician

Date: January 2023
Title: Information Technology Technician
Department: Information Technology
Position Reports To: Director Information Services
Status: Exempt / Full-time

Summary: User support and training. Maintain and install computer hardware, software, and network components; identify and resolve system problems; maintain and support infrastructure software and hardware.

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.
- Works with other 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.
- 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.
 - Powershell.
 - Microsoft VBA.

Supervisory Responsibilities:

- None

Required Education and Experience:

- Bachelor's degree or equivalent experience.
- One year of experience supporting diverse hardware and software environments.
- 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:

Buffalo Bill Center of the West provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.