



11.5.18

Job Description

IT/MUSEUM TECHNOLOGY SPECIALIST

POSITION REPORTS TO

Director of Facility Operations

POSITION SUMMARY

The Information Technology (IT) Specialist, in conjunction with the Museum's IT contractor, maintains the Museum's computer systems, and educates Museum staff on technical matters. Responsible for maintaining and repairing the technology function of museum exhibits.

ESSENTIAL FUNCTIONS

- ✓ Diagnose technology problems
- ✓ Monitor computer-processing systems
- ✓ Install software and hardware
- ✓ Perform tests on computer software and equipment
- ✓ Teach staff to use programs and technological areas of exhibits
- ✓ Troubleshoot problems and perform minor repairs
- ✓ Communicate and coordinate with IT contractor
- ✓ Order equipment and computer related supplies
- ✓ Flexibility in schedule and able to work weekends as needed
- ✓ Other duties as assigned

QUALIFICATIONS

- ✓ High School diploma or GED with IT certificate or Associate or Bachelor's degree
- ✓ At least 3 years' experience in an IT role required
- ✓ IP phone, server, overhead paging, computer maintenance preferred
- ✓ Excellent knowledge of Microsoft products
- ✓ TAM retail software knowledge preferred
- ✓ Self-starter
- ✓ Excellent customer service skills
- ✓ Excellent personal communication skills
- ✓ High sense of urgency and prioritization skills
- ✓ Ability to multi-task
- ✓ Ability to work independently and as part of a team

Please email cover letter, resume, salary requirements, and references to:

Meghan Ladolcetta at [info@exploreandmore.org](mailto:info@exploreandmore.org)

Or please mail to:

Explore & More

300 Glead Avenue  
East Aurora NY 14052