Information Technology Manager

Title: Information Technology Manager
Division: Facilities
Classification: Salaried, regular full-time exempt
Reports To: Chief of Facilities
Supervises: N/A

High Desert Museum – Organization Description
Since opening in 1982, THE HIGH DESERT MUSEUM has brought together wildlife, culture, art and natural resources to promote an understanding of the natural and cultural heritage of North America's High Desert country. We do so through indoor and outdoor exhibits, wildlife in natural habitats, living history demonstrations and dynamic programs on a beautiful, 135-acre campus in the pine forest. The Museum is a nonprofit organization accredited by the American Alliance of Museums, was a 2018 National Medal for Museum and Library Sciences finalist and is a Smithsonian Affiliate. During the 2018-19 fiscal year, 195,000 visitors enjoyed the Museum.

The Museum is located in Bend, Oregon, a fast-growing, charismatic city nestled against the Cascade Range at the edge of the High Desert. We strive to be inclusive, culturally humble, relevant, curious and mindful. As a team, we work together to wildly excite and responsibly teach, creating connection to and dialogue about the High Desert.

Job Summary
The Information Technology Manager coordinates with the Museum’s outside IT partner and provides low and mid-level IT support to fulfill the museum’s technology needs. This position supports multiple departments in the museum with basic technology and audio-visual functions and assists the Chief of Facilities with general facilities needs when possible.

Required Qualifications
▪ Associate’s degree in related field is required, with Bachelor’s degree preferred. Significant relevant experience may be acceptable substitute
▪ Well-organized, highly responsive, self-motivated, detail-oriented, able to meet deadlines and work well under pressure and collaboratively within and across teams
▪ Must have a moderate understanding of and comfort level working with computers and their peripherals and be comfortable with trouble-shooting minor hardware and software issues
▪ Moderate understanding of AV systems (projectors, microphone equipment, etc.) and the ability to problem solve connectivity issues
▪ Ability to work flexible hours and days

Responsibilities and Tasks
1. Respond in a timely manner to a wide assortment of computer and AV related issues (Wi-Fi outages, locked photocopiers, network access issues, switching out monitors/keyboards, broken AV equipment, etc.)
2. Assist all employees with configuring workstations to best serve their individual needs (setting up new workstations, purchasing software, remote access, coordinating downloads, basic troubleshooting)
3. Work with outside IT partner to request support on higher level IT needs or projects
4. Works with outside AV partners to request support for any AV needs or projects
5. Manage employee email and network accesses in coordination with outside IT partner
6. Assist in creation and oversight of Museum’s IT/AV policies and procedures, to include instructing staff on correct IT and AV protocols
7. Provide support for programs and events, to include preparing IT/AV needs for guest speakers, film screenings, group presentations, entertainment, internal meetings, etc.
8. Assist exhibits team with technical needs during exhibit preparation and installation
9. Provide backup support to Chief of Facilities with access control, alarm, and CCTV systems
10. Provide backup support for point-of-sale issues in Admissions, Store, and Café
11. Support facilities team with general needs when appropriate
12. Oversee annual technology budget and relative purchasing decisions
13. Embrace, support and help implement the Museum’s continued learning and commitment to diversity, equity, accessibility and inclusion
14. Execute other duties as assigned as needed to help abide by the Museum’s values, drive our vision and fulfill our mission

The Museum provides an equal employment opportunity to all persons without regard to race, color, national origin, religion, sex, sexual orientation, gender identity/transgender status, age, disability, veteran or marital status, genetic information or any other characteristic protected by applicable law.

**Mission**

The High Desert Museum wildly excites and responsibly teaches through innovative, interdisciplinary experiences, creating connection to and dialogue about the High Desert.

Please send resume and cover letter to the High Desert Museum
jobs@highdesertmuseum.org
http://highdesertmuseum.org/job-opportunities