

JOB DESCRIPTION

HIGH DESERT MUSEUM

POSITION

JOB TITLE:	Technology Coordinator
DEPARTMENT:	Facilities
CLASSIFICATION:	Salaried, full-time exempt

DIRECT SUPPORT:	Chief of Facilities
DIRECTLY SUPPORTS:	N/A
SALARY:	\$45,000+, commensurate with experience

JOB SUMMARY

The Technology Coordinator serves as the Museum's primary internal technology support, managing day-to-day IT and AV needs, coordinating with the external IT partner, and assisting with cross-departmental technical support.

ESSENTIAL FUNCTIONS (in order of priority with the percentage of time spent on each)

50%	Museum Employee IT Support <ul style="list-style-type: none">Respond in a timely manner to a wide assortment of computer, technology and AV related issues (Wi-Fi outages, locked photocopiers, computer peripherals, AV equipment, etc.)Keep updated on all Museum software systems and provide opportunities for employees to learnActs as the Primary Contact with the Museum's outside IT partner. This includes escalating more complex issues, coordinating onsite service, coordinating new hardware deployment, and assisting with communication between the Museum and the outside partner on larger IT related initiatives.Bring systemic IT issues and opportunities to the attention of the Museum's outside IT partner to facilitate a proactive and forward-thinking approach to systems administration.
30%	Museum Technology and AV Support <ul style="list-style-type: none">Provide support for programs, exhibits and events including preparing technology/AV needs for guest speakers, film screenings, group presentations, entertainment, internal meetings, etc.Provide support for point-of-sale issues in Admissions, Store, and CaféAssist exhibits team with technology and AV needsProvide support for access control, alarm, phone, radios and CCTV systemsProvide support for Museum special events and donor relations activitiesCreate best practices for teams utilizing virtual meeting technologyWorks with outside AV partners to request support for any AV needs or projectsSupport facilities team with general needs when appropriate
15%	Security, Policy, and Administration functions <ul style="list-style-type: none">Assist in creation, maintenance, and communication of Museum's IT/AV policies and procedures, to include instructing staff on correct IT and AV policies and protocols. IT related policies should be created and/or ratified with Sr. Management and the Museum's outside IT partner prior to implementation.Assists with preparation of the annual IT and AV budgets and relative purchasing decisions
5%	Additional Duties <ul style="list-style-type: none">Contribute to and support the Museum's DEAI initiativesContribute to and support the Museum's AZA AccreditationAssist with museum-wide events, such as Free Days, fundraising gala, etc.Other duties as assigned

QUALIFICATIONS

EDUCATION/ CERTIFICATIONS

- Associate's degree in related field is required, with Bachelor's degree preferred. Significant relevant experience may be an acceptable substitute.

EXPERIENCE

- Proficient with basic troubleshooting on both Windows and MAC computers and related peripherals.
- Mid-level experience working with technology systems such as AV (projectors, microphone equipment, virtual conferencing equipment, etc.), access control, alarm, phone and CCTV systems is preferred.

SKILLS/ ABILITIES

- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Well-organized, highly responsive, self-motivated, detail-oriented, able to meet deadlines and work well under pressure and collaboratively within and across teams
- Basic skill level working with computers and their peripherals and comfortable with troubleshooting both hardware and software issues
- Moderate understanding of AV (projectors, microphone, conferencing, etc.) access control, alarm, phone and CCTV systems and the ability to solve any issues
- Ability to work flexible hours and days
- Ability to explain technical problems and offer solutions to those without technological training.
- Extremely proficient with Microsoft Office Suite or similar software with the ability to learn new or updated software.
- Proficiency with MS Teams and SharePoint strongly preferred.
- Ability to embrace, support, and help implement the Museum's continued learning and commitment to diversity, equity, accessibility, and inclusion.
- Ability to execute other duties as assigned as needed to help abide by the Museum's values, drive our vision, and fulfill our mission

PHYSICAL ELEMENTS

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 50 pounds at times.
- Ability to work flexible hours and days

EQUIPMENT USE

- Frequent computer, radio and phone use

ACKNOWLEDGMENT

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

Employee Name

Signature

Date

An Equal Opportunity Employer

We do not discriminate based on race, color, religion, national origin, sex, age, disability, genetic information, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors.