

**Rochester Museum & Science Center
JOB DESCRIPTION**

Job Title: Technology Services Technician
Department: Technology
Direct Supervisor/Manager's Title: Manager, Technology
FLSA Status: Non-Exempt
Grade N1
Full-time/Part-time: Full time
Date Prepared/Revised: 9/13/17

I. JOB SUMMARY

The Technology Services Technician is responsible for support of a terrific RMSC visitor experience and organizational technology related operations and initiatives including:

- Providing first and second level hardware and software troubleshooting and support to RMSC user base consisting of Apple and PC computers, mobile computing devices and all exhibit based interactive technologies.
- Administer and maintain network infrastructure including routers, switches, hubs, fiber optics, and wired networking topologies.
- Present Planetarium-based shows to the public (large format films, laser shows, and possibly astronomy related Star Shows).
- Develop and follow a preventive maintenance program for all computer-based equipment including repair and/or arranging repair of damaged or malfunctioning equipment.
- Troubleshoot and repair RMSC technology-based interactive exhibits.
- Design, build electronic devices for use in RMSC technology based interactives.
- Supports technical aspects of RMSC website functionality.
- Other duties as specified.

Work schedule may include flexible hours, weekends, weekdays, evenings, holidays and extended hours in order to meet the needs of the organization. Management retains the right to alter work schedules accordingly.

II. DUTIES (and percentage of time spent)

Describe duties, responsibilities, essential functions:	%
First level hardware and software troubleshooting and support, Apple, PC and mobile devices	40
Network administration and monitoring	10

Conduct regular system-wide backup of RMSC computer systems.	10
Preventative CPU maintenance program.	10
Operate and presents Planetarium theater films, star shows and laser shows.	10
Interactive technology-based troubleshooting and repair	10
Maintain Point of Sale hardware and software, credit card machines and database	5
Monitor core RMSC mission critical database solutions	5
Other duties as assigned	

III. JOB DIMENSIONS

Responsible/accountable for 75 computer systems.

IV. SUPERVISORY RESPONSIBILITIES

None

V. FUNCTIONAL REQUIREMENTS

Technology, Equipment, Tools:

- Must have expertise with Apple, Microsoft, Android, iOS, Blackberry operating systems and Microsoft Office software.
- Technical knowledge of Blackbaud Altru or Raisers Edge, MIP Non-Profit Fund Accounting, MS SQL, FirstClass, Retrospect, or comparable business software desirable.
- Experience in a theater setting or as a film projectionist desirable.
- Experience with web hosting ISP's, Joomla, FTP.
- Experience in computer programming, computer interactive development, and/or multimedia development desirable.
- Experience with electro-mechanical technologies desirable

Mental Activity:

Language skills – Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations.
 Ability to write reports, business correspondence and procedure manuals.
 Ability to effectively present information and respond to questions from groups of employees, managers, vendors and customers.

Mathematical skills – Ability to count, add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.
 Ability to calculate figures and amounts such as proportions, percentages and ratios. Ability to analyze variances.

Reasoning ability- Ability to solve practical problems/troubleshoot and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Ability to exercise judgment and make decisions within standard practice. (Cannot change practices or policies. Can make decisions within those practices and policies.)

Physical Activity: While performing the duties of this job, the employee is regularly required walk; stand; bend; climb; to use hands to handle or feel objects, tools or controls; reach with hands and arms; stoop; kneel; and crouch. The employee must occasionally lift and/or move over 60 pounds. Specific vision abilities required include close vision, depth perception and ability to adjust focus.

Work Environment:

While performing the duties of this job, the employee occasionally works in high precarious places and outdoor conditions; and with toxic or caustic chemicals, fumes and airborne particles, electrical current and moving mechanical parts.

VI. QUALIFICATIONS

Education/Experience Requirements:

- Associate’s or Bachelor’s degree in Information Technology, MIS, Computer Science, or Engineering Technology preferred.
- High school diploma (or equivalent education) and five years of experience in an Information Technology (or related) career field required.

Skills/Competencies Requirements:

Technology- related certification (MSDST, MCSA, MCSE, A+) preferred but not required.

VII. APPROVALS

Department Manager/Director

Date: _____

Department Vice President

Date: _____

Human Resources

Date: _____

This job description reflects management’s assignment of essential functions and does not restrict management’s right to assign or reassign duties and responsibilities to this job at any time.