

Montshire Museum of Science Job Description

POSITION TITLE

Facilities Technician & Technology Coordinator

TITLE OF SUPERVISOR

Facilities Manager

Summary Description:

The **Facilities Technician & Technology Coordinator** (Technician) ensures that visitors and staff have a safe, comfortable, and technologically functional place to learn and work. The Technician accomplishes this by being responsible for the overall care and organization of various technologies which includes building management systems, computer hardware and internet connectivity, and audiovisual equipment. The Technician is an active team member within facilities department and assists with general maintenance, buildings and ground services. During special museum events, the Technician may report directly to an assigned events manager.

RESPONSIBILITIES

Responsibilities include but are not limited to:

Technology Coordination:

- Responds to technical service requests and incidents as they arise.
- Troubleshoots and resolves issues with desktops, laptops, printers, audiovisual equipment, and productivity software.
- Diagnoses computer and audiovisual hardware issues, orders parts, and replaces faulty components.
- Maintains technology asset inventory for hardware, audiovisual equipment, and software.
- Maintains a high degree of customer service for all support requests.
- May be required to be onsite during events to operate AV equipment.

Facilities:

- Assists with building security, including opening and closing buildings and grounds.
- Performs routine maintenance and facility repair, custodial and grounds keeping, meeting set up, and is attentive to building security and other tasks as assigned.
- Assists with exhibition installations and break downs.
- Along with the facilities team, maintains workshop, shared areas, and storage areas in a clean, well-organized manner
- Serves as rotational “on call” emergency support.
- Follows all state and federal safety requirements at all times.
- Reports safety, cleanliness, and maintenance concerns to the Assistant Facilities Manager or the Facilities Manager ASAP directly or through email.
- Attends required training sessions.

KNOWLEDGE/EXPERIENCE REQUIREMENTS

- Commitment to the mission of the Montshire Museum of Science, to a collaborative work environment, and to customer service.
- Demonstrated hands-on experience working in a customer-focused desktop/audiovisual support role.
- Hardware and software troubleshooting experience required.
- Ability to quickly learn new technologies and teach them to others.
- Familiarity with federal and state workplace safety rules.
- Familiarity with hand and power tools and general shop safety practices.
- Knowledge of or ability to learn general cleaning methods and proper safety procedures.
- Ability to use modern custodial and grounds equipment.
- Demonstrated ability to work alone or in a team.
- Good time management, prioritization, and problem solving skills.
- Ability to interact with public audiences.
- Personal initiative and a strong work ethic.

WORKING CONDITIONS

- Fast-paced, non-profit museum environment.
- Must work well in both an individual and team setting.
- Able to lift and carry 50 pounds; able to climb stairs and ladders, and to walk outdoor landscape areas and hiking trails.
- Comfortable working in and around construction environments, and areas with chemicals.

TIME COMMITMENT

Full-time, 100% FTE (37.5 hours per week), non-exempt position.

General work schedule Monday—Friday, 8:30am to 5pm with occasional early morning, evening, or weekend responsibilities (including “on call” rotations).

SALARY AND BENEFITS

Hourly position. Salary commensurate with education, skills, and experience. Full Montshire Museum benefits.

The Montshire Museum of Science is an equal opportunity employer (EOE).