

IT PC Technician



INCUMBENT: Vacant
REPORTS TO: IT Operations Manager
LOCATION: Bowling Green, KY
STATUS: Full-time, Non-Exempt
DATE: Open Until Filled

DESCRIPTION

Reporting to the IT Operations Manager, the National Corvette Museum (NCM) IT PC Technician will be responsible for the installation and connectivity of computer systems and network infrastructure to ensure secure and stable operation of IT assets. This includes maintaining, supporting, optimizing, and troubleshooting all new and existing network and computer hardware.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Set up and configure computers and peripheral equipment such as printers, scanners, etc.
- Maintain and repair technology equipment and peripheral devices.
- Ensure all software and hardware is up-to-date and install updates as required.
- Troubleshoot system failures or bugs and provide solutions to restore functionality.
- Perform routine preventive maintenance to avoid system outages and failures.
- Document status updates and task resolutions in Help Desk ticketing software.
- Maintain computer, network, system, and hardware documentation in IT department knowledgebase.
- Train colleagues on how to effectively use computer systems and components.
- Provide support and help maintain Microsoft 365 environment including synchronization of OneDrive and SharePoint data.
- Establish network connections such as tracing cables, terminating cable ends, and making patch cables.
- Oversee administration of user accounts, permissions, and access rights in AD and cloud systems.
- Participate in IT Projects as needed.
- Provide timely IT support to all areas of the Museum, NCM Motorsports Park, and NCM Insurance Agency.
- Responsibilities are not all inclusive, additional duties may be assigned.

EDUCATION/EXPERIENCE

- Associates degree in computer science or similar IT field required.
- Preferably a Microsoft 365 Certified Desktop Administrator Associate certification.
- 1+ years of relevant work experience.

QUALIFICATIONS

- Strong technical competence, with the interest and aptitude to learn complex IT systems;
- Ability to multi-task and manage multiple projects and deliverables simultaneously.
- Deep analytical and problem-solving skills with the ability to logically break down a problem into smaller manageable parts to solve;
- Excellent communication, organization, and attention to details;
- Ability to present complex computing concepts to technical and non-technical staff;
- Strong desktop/end-user device management skills.
- Experience with the following:
 - Information security
 - Windows Active Directory
 - Windows Desktop operating systems
 - Microsoft products and systems
- Capable of working effectively and efficiently independently and/or as part of a team;
- Customer advocate, working hard to ensure customer success and satisfaction;
- Willing to travel as needed;
- Valid state driver's license required.
- Willing to work weekends on a rotation

ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to sit at a desk for one or more hours at a time.
- Ability to lift and carry up to 50 lbs.
- Ability to push/pull up to 150 lbs.
- Ability to operate computer and other equipment in the office;
- Must have sufficient mobility to move around the NCM campus and the community.