Position Title: IT Support Technician  
Department: IT  
Reports to: IT Manager  
Supervises: None  
FLSA Status: Non-Exempt

POSITION SUMMARY: This position is responsible for maintaining computer network infrastructure, computer peripherals, camera systems, new users, wifi, phones, cabling, and security systems. This position works in conjunction with our IT Manager and IT team. Promotes professional working relationships with both internal and external customers. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

QUALIFICATIONS AND REQUIREMENTS:

- Minimum High School Education or GED equivalent is required.
- Minimum of 2 years experience with computers, networks, software, programming, etc. (preferred).
- Must submit to and pass a pre-employment drug/alcohol screening.
- Must possess a valid driver license and be insurable through Zoo’s liability insurance provider.
- Creative problem-solving skills.
- Must have excellent written and verbal communication skills and demonstrate the ability to interact clearly and effectively with both internal and external customers.
- Must be able to provide proof that you can legally work in the United States.
- Skilled in establishing and maintaining effective working relationships with coworkers, vendors, Zoo staff, and the public.
- Must have a high attention to detail while multi-tasking.
- Strong organizational skills, both for project coordination and for graphic file management. Possess the ability to stay organized and (re)prioritize daily tasks while accurately communicating timeline expectations.
- Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Identifies problems and review related information to develop and evaluate options and implement solutions.
- Understands the implications of new information for both current and future problem-solving and decision-making.
- The ability to select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- High energy for a fast-paced work environment
- Computer Proficiency in Word, Excel, internet and email.
- Ability to research, draw conclusions, and summarize data for discussion and review
- Take ownership and pride in responsibilities
- Possess the ability to organize and prioritize while working with strict deadlines
CHEYENNE MOUNTAIN ZOO

Job Description

RESPONSIBILITIES AND DUTIES:

ORGANIZATIONAL EXPECTATIONS:

• Ensure discretion with confidential information.
• Maintains courteous, helpful and professional behavior on the job. Will support the success of the entire team by promoting a collaborative work environment.
• Consistently contributes to problem-solving and cooperates with identified resolutions.
• Must demonstrate regular attendance and punctuality.
• Brings issues and process improvement ideas to the attention of the Supervisor.
• Maintains verbal and written skills required for the position.
• Attends meetings and participates in committees as required.
• Completes trainings as required.
• Adheres to Company Dress Code Policy, Always “Zoo Crisp!”
• Demonstrates appropriate level of time management in support of co-workers and the entire team.
• Represent the Zoo in a professional manner

DEPARTMENTAL EXPECTATIONS:

• Coordinates tasks to ensure satisfactory project and task completion
• Install wired and wireless networks and infrastructure
• Generating or adapting equipment and technology to serve user needs
• Determining causes of operating errors, system issues, etc. and researching solutions
• Maintain wired and VoIP Phone networks as well as NEC phone server.
• Maintain all zoo software
  • Includes POS & Membership (Altru), Financial (Financial Edge), Adobe, etc.
  • Make sure POS settings, users, and physical computers all comply with current PCI compliance standards
  • Setup and maintain accounts, buttons, back end software settings
  • Respond to all user requests, complaints, and general troubleshooting.
  • Manage software inventory and associated upgrades
• Ensure network & systems security to comply with PCI standards
• Training of employees on how to use email, Office Software and other applications.
• Set up new employee computers, giving access to appropriate shared files, and systems necessary to complete their work.
• Set up new user access to email, computer systems and networks.
• Must be proficient in Windows Server Management preferably with experience with Virtual servers and Windows Server 2016.
• Maintain and problem solves front entry gate issues including new user key cards, key card server management, and physical gate wiring and programming.
• Maintains basics of network infrastructure, switches, routers, and VLANS.
• Maintains and installs camera systems and DVR’s ensuring access to these systems remotely.
CHEYENNE MOUNTAIN ZOO

Job Description

- Maintain, manage & document printers and peripherals.
- Maintain and manage all databases throughout the company.
- Responsible for maintaining documentation on computer, staff and peripheral inventories.
- Maintain, install and upgrade Antivirus software, Malware software, etc.
- Maintain, install and upgrade audio visual systems including PA system, exhibit speakers, and all event A/V equipment.
- Maintain and/or install Ethernet cabling for individual computers, offices, or even entire buildings.
  - Running pull strings and cable through conduit
  - Terminating wall plates and RJ-45 plugs
  - Setting up network switches with an understanding of VLAN networks
  - Cable and data management and organization
- Report issues or work requests to IT Manager.
- Assist Supervisor and staff with compliance of federal, state, and local regulations and standards.
- Other duties as requested/assigned.

INDEPENDENT ACTION
Must be a self-starter, take initiative, possess a high level of multi-tasking ability under high degree of pressure and be able to work with limited supervision.

EXTERNAL AND INTERNAL RELATIONSHIPS
Must be a cooperative and collaborative member of the team and able to handle interruptions and requests for information and assistance from employees with an attitude of good customer service.

ACCURACY AND EFFECTIVE TIME MANAGEMENT
The need for timeliness for other required activities creates pressure. The ability to prioritize tasks and use time effectively is essential.

RESPONSIBILITY FOR CONFIDENTIAL INFORMATION
This position handles highly sensitive information. Total confidentiality and discretion are mandatory regarding business information and other sensitive information.

PHYSICAL DEMANDS AND WORKING CONDITIONS:
The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical Requirements - While performing the duties of this job, the employee is frequently required to stand; walk; lift heavy objects; sit; use hands to handle or feel objects, tools, or controls; talk, see, hear and smell. Requires full range of body motion, manual and finger dexterity, and eye-hand coordination; requires the ability to use department equipment, to communicate effectively; The employee is occasionally required to reach and stretch with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may be
required to endure extremes in temperature and may work in hazardous environments where personal protective equipment is required; requires standing, walking on a steep terrain (Zoo), sitting (possibly for long periods of time) and performing repetitive tasks (including working on the computer) for up to the entire work day; requires the ability to lift/carry up to 50 pounds using appropriate body mechanics, possibly for extended periods of time.

- Visual, Hearing and Communication Requirements - Requires corrected vision and hearing to within normal range, with or without reasonable accommodation. Must be able to communicate effectively in verbal and written form with all levels of personnel within and outside of the organization.

- Environmental Conditions – Working in a closed office environment. Work space may be shared. Working conditions may be noisy with fluctuating indoor and/or outdoor temperatures. May be exposed to a risk of bodily injury through contact with moving instrumentation, substances and other conditions common to an office environment. Subject to exposure to animals which may have the potential for physical aggression. May be exposed to a risk of bodily injury through contact with moving instrumentation, toxic substances, bodily fluids, animal attack, communicable diseases, outdoor weather conditions and other conditions common in a Zoo environment. Subject to unpleasant odors.

- Pressure Factor - Requires working under stressful conditions. Moderate pressure to meet scheduled and recurring deadlines.

Acknowledgement
I have read and understand the above job description; and I can perform the essential functions of this position and ensure that the Organization’s Quality Systems, Policies, Goals and Objectives are met and maintained.

_______________________________
Print name

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Signature    Date