OVERVIEW
Do you enjoy art and consider yourself a creative thinker? Are you computer savvy, and do you enjoy troubleshooting technology? The BMA is seeking a full-time Help Desk Technician who is all these things. Reporting to the Help Desk Supervisor, this person will support colleagues across the Museum with network access, computer and phone systems, and installation, updates, and support for end-user applications.
This full-time, permanent position allows for some remote work, though the ability to be regularly onsite at the Museum is required.

RESPONSIBILITIES
• Serve as the first-tier technical support for desktop and laptop users at the Museum, solving issues with Windows and Mac operating systems, phones, printers, network connections, and software applications.
• Review support request tickets, responding to colleagues in a timely manner while documenting and resolving issues in the support tracking system.
• Provide introductory training for standard applications, login process, phone/voice mail systems, and network file systems.
• Provide training and support for software and applications used for work and communications, including Office 365, Zoom, and Slack.
• Support departments that use specialized software and applications and facilitate usage among staff.
• Track IT hardware inventory and place orders in collaboration with the Helpdesk Supervisor and Director of IT.
• Establish and nurture strong working relationships with museum staff, colleagues from other institutions, consultants, and vendors.
• Assemble and maintain computer hardware, which includes external devices such as printers and monitors as well as internal components such as hard disks, network cards, and RAM.
• Perform other duties and projects as assigned.

REQUIREMENTS
• A degree or associates degree in Computer Science or related field or at least two years of comparable professional experience.
• Demonstrable customer services skills and a sense of empathy.
• Working knowledge of databases and remote access.
• Good understanding of computer systems, mobile devices, and other tech products.
• Ability to diagnose and resolve basic technical issues.
• Interest in digital consumer technology and emerging trends in productivity software and personal computing
• Ability to juggle competing assignments.
• Strong communication skills

BENEFITS
We offer a competitive salary and a generous benefits package. For this exempt position we offer medical, dental, vision, prescription, 403b retirement plan with match, long term disability, flexible spending account, museum and restaurant discounts, and reduced fee gym membership. We also offer accrued vacation, holidays, personal days, floating holidays, and sick days.

APPLY
The BMA is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. We are committed to building a culturally diverse staff and strongly encourage all qualified professionals to apply.

Research shows that women and individuals from underrepresented backgrounds often apply to jobs only if they meet 100% of the qualifications. We recognize that it is highly unlikely that an applicant meets 100% of the qualifications for a given role. Therefore, if much of this posting describes you, then you are highly encouraged to apply for this role.

Please send cover letter, resume, and salary requirements via email to HR@artbma.org with “Help Desk Technician” Last Name and First Name in the subject line.

Incomplete application materials will not be accepted.

No phone calls please.

Position will be posted until filled.