



**Do you have a passion for making connections and creating memorable experiences for guests?**

**Do you want to work for an organization that positively influences and educates the lives of others, a place that believes in conservation and sustaining the environment, a place where you are building a better future for yourself and your community?**

**If the answer is yes, then the Virginia Living Museum has a place for you!**

**We are looking for an enthusiastic, hardworking, mission driven person to join our Team as an IT Technician.**

## **Job Description: IT Technician**

**Status:** Part-Time, Non- Exempt

**Department:** Administration

### **General Statement of Duties**

*The IT Technician will install and maintain various information technology hardware and software aiming for high and secure functionality, will also “train” users of the systems to make appropriate and safe usage of the IT infrastructure. This position recognizes the capacity to achieve greater results by integrating skilled volunteers and leveraging their diverse knowledge and abilities. The IT Technician reports to the Executive Director.*

### **Qualifications**

- Proven experience as IT Technician or relevant position.
- Degree in Computer Science, engineering or relevant field a plus.
- Excellent diagnostic and problem-solving skills.
- Excellent communication ability.
- Outstanding organizational and time-management skills.
- In depth understanding of diverse computer systems and networks.
- Good knowledge of internet security and data privacy principles.
- Certification as IT Technician will be an advantage (e.g. CompTIA A+, Microsoft Certified IT Professional.)

### **Duties and Responsibilities**

- Be a positive, enthusiastic representative of the Virginia Living Museum.
- Ensure security and privacy of networks and computer systems working with managed IT service.
- Install and configure appropriate software and functions according to specifications.
- Organize and schedule upgrades and maintenance without deterring others from completing their work.
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Enhance the guest experience by assisting the Exhibits Department with various technology needs.
- Set up workstations with computers and necessary peripheral devices (routers, printers etc.)

- Check computer hardware (HDD, mouses, keyboards etc.) to ensure functionality.
- Provide orientation and guidance to users on how to operate new software and computer equipment.
- Maintain records/logs of repairs and fixes and maintenance schedule.
- Identify computer or network equipment shortages and place orders.
- Assists in research and procurement of computer accessories and supplies.
- Strategically utilizes and manages volunteers and their applicable skills to strengthen the Museum's mission and commitment to the community.
- Perform any other duties assigned.

### **Essential Job Requirements**

- Ability to work occasional evenings/weekends
- Must have close visual acuity to perform activities such as: preparing and analyzing data, transcribing, viewing a computer, and reading.
- Must be comfortable climbing a ladder and working from heights.
- Must be able stand for extended periods of time and move about on foot to accomplish tasks.
- Must be able to stoop, kneel, crouch, crawl, reach, push, pull, lift, grasp, feel, and utilize repetitive motions.

**Supervision Exercised: None**

**Qualified applicants please submit VLM application, cover letter, resume, and references.  
No phone calls, please.**

**Website:** <https://thevlm.org/join/employment/openings/>

**Email:** [human.resources@thevlm.org](mailto:human.resources@thevlm.org)

**Fax:** 757-534-7419

**Mail:** Human Resources

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