



Date Opened:	
Date Updated:	April 1, 2025
Title:	Information Technology Technician
Reporting to:	Director of Information Technology
Full/Part time	Full-time
Exempt/Non-Exempt	Non-Exempt

**Description:**

The support specialist is responsible for multiple areas related to computers and technology equipment. Those areas are installing and upgrading desktop computers. Help set up sound reinforcement or lighting for events at Discovery Park of America. This position supports both the staff and exhibits. This position is responsible for the startup and shutting down all museum exhibits. Also, with the responsibility of making rounds throughout the day to ensure there are no issues. This position requires the ability to communicate with both Discovery Park staff and guests. Must have the ability to walk, sit, stand, bend, work with hands and fingers, and lift 75lbs in different types of weather.

**Essential Responsibilities:**

- Communicate Effectively with both Discovery Park Staff and Guest to maintain positive relationships and an effective and efficient workplace
- Startup and Shutting Down of all Technology Exhibits
- Rounds throughout the day to make sure that all Technology Exhibits are operating correctly.
- Work individually and as a team with co-workers to responsibly support and troubleshoot technology issues that may impact Discovery Park of America
- Willingness and ability to work flexible or irregular hours in accordance with departmental needs and workload demands.

**Duties Include:**

- Provide end-user support
- Startup and shut down of exhibits at the museum
- Rounds throughout the day to make sure that all exhibits are operating correctly
- Troubleshoot and repair problem exhibits
- Install PC hardware and software
- Upgrade PC hardware
- Support Microsoft Office

- Willingness and ability to work flexible or irregular hours in accordance with departmental needs and workload demands.

**Education/Experience:**

- Employee must possess a valid driver's license
- Employee must submit to a background check
- Employee must be able to lift objects 75 pounds or less
- Employee must be willing to work a flexible schedule including nights/weekends as required
- Self-motivated, detail oriented, and able to work unsupervised

Additionally, the successful candidate must demonstrate office courtesy and professionalism, a positive attitude, a willingness to learn, a proven commitment to DPA, and a strong desire to succeed.