

**Position:** Support Technician, Information Technology Dept.

**Employment Status:** Full-Time, Hourly, Non-Exempt

**Job Overview:**

The Houston Museum of Natural Science is a dynamic nonprofit, educational institution with various departments providing vastly different functions. The Information Technology Department provides key services to all departments to keep the museum's operations running smoothly. IT staff works with staff in all departments.

The Support Technician role provides technical assistance and training to system users. This position is charged with investigating and resolving computer software and hardware problems of users. The Support Tech answers users' inquiries in person, via telephone and digital communication. The use of computer hardware and software, including printing, word processing, electronic mail and operating systems is required for this role. This position works closely with the other members of the IT Department and reports to the Director of Information Technology.

**Essential Duties and Responsibilities:**

- Install and perform minor repairs to hardware, software, network and peripheral equipment, following design or installation specifications
- Inspect and prepare equipment for delivery to users
- Confer with staff, users and management to determine requirements for new systems or modifications
- Read technical instructions, confer with users and conducts diagnostics to determine nature of problems and provide technical assistance
- Enter commands and observe system functioning to verify correct operations and detect errors
- Refer major hardware or software problems or defective products to administrators for service
- Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities
- Reads published technical materials relevant to information technology in order to maintain knowledge of hardware and software
- Perform troubleshooting and maintenance tasks:
  - Workstation troubleshooting including software and hardware support, repair and maintenance
  - Box office and Museum Store troubleshooting
  - New equipment set-up and deployment
  - Printer maintenance and supply replacement/inventory
  - Presentation setup and support
  - Network cable installation and maintenance
  - User activation, configuration and deactivation
  - Data entry for admission, coupons, users when needed
  - IT office organization and cleanup
  - Garage booth support
  - General IT troubleshooting
- Other duties as assigned
- Comply with the museum's health and safety protocols

**Skills and Experience:**

- Dependability - Job requires being reliable, responsible, dependable and fulfilling obligations.
- Attention to Detail - Job requires being careful about detail and thorough in completing work tasks.
- Cooperation - Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Adaptability/Flexibility - Job requires being open to change (positive or negative) and to considerable variety in the workplace.
- Analytical Thinking - Job requires analyzing information and using logic to address work-related issues and problems.
- Integrity - Job requires being honest and ethical.
- Self-Control - Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Stress Tolerance - Job requires accepting constructive feedback and dealing calmly and effectively with high stress situations.
- Initiative - Job requires a willingness to take on responsibilities and challenges.
- Persistence - Job requires persistence in the face of obstacles.
- Achievement/Effort - Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.
- Innovation - Job requires creativity and alternative thinking to develop new ideas for and answers to work-related problems.
- Concern for Others - Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.

**Qualifications:**

- Valid driver's license
- At least 18 years of age
- High School Diploma, GED Certificate, or 5 years of experience in an IT support environment
- Access to personal vehicle to use during work hours for travelling to satellite locations in Sugar Land and Brazos Bend State Park.

**Working Conditions and Physical Demands:**

- Weekend, holiday and limited late/early hours are required
- Ability to lift and carry at least 30 pounds
- Ability to climb stairs and ladders unassisted, reach and work at ceiling level and in rafters with no fear of heights.
- Ability to kneel and crawl under desks and in confined spaces
- Primarily work in an office environment
- Periodically work in public spaces of the museum
- Periodically work in outdoor conditions
- Frequently move about museum to meet with museum staff and visitors in various areas of the building
- Operate a desktop computer, mobile computer, scanner and other technical equipment
- Operate touch-screen tablet
- Able to be in both stationary and circulating positions for long periods of time
- Ascend and descend stairs
- Arrive to work on time

**Perks of Working at HMNS:**

- Medical, dental, vision and life/disability insurance offered to full-time employees following 60-day waiting period
- 401K plan enrollment available to eligible employees who complete one year of service
- Free individual-level HMNS Membership
- Free access to museum exhibits, butterfly center, planetarium, giant screen theater and satellite facilities
- Discounted programming including museum summer camp
- Free staff parking

**Application Instructions:**

Resumes will be accepted through **May 25, 2025** and can be submitted in the following ways:

- By email to [jobs@hmns.org](mailto:jobs@hmns.org)
- By mail to HR Department, HMNS, 5555 Hermann Park Drive, Houston, Texas, 77030
- In-person by dropping off your application materials c/o HR at the Museum Service desk at HMNS in Hermann Park

No phone calls, please.

HMNS does not respond to inquiries regarding application status.

**The Houston Museum of Natural Science is an equal opportunity employer.**

**Houston Museum of Natural Science, 5555 Hermann Park Drive, Houston, Texas 77030**

05/09/2025