

MMFA

Montgomery Museum of Fine Arts

IT Engineer

Reports to: Operations Manager

Job Type: Temporary, Contract

Schedule: Full-Time, Part-Time

Compensation: Starting at \$25.00 per hour

The IT Engineer is an administrative position that supports the network and infrastructure systems within the Museum and instrumental in the planning and implementation of the Museum's technology plan. The employee is responsible for the overall management and supervision of Museum-based systems, internal networks, and electronic resources. Essential functions include managing the automated system and related technology; supervising and monitoring the daily use of technologies, networks and components systems; acting as liaison with the City/County representatives and vendors; supervising a subordinate; developing, designing, and implementing the Museum's technology plan; and coordinating activities of users. Job is performed with considerable independence requiring judgment in resolving the Museum IT issues and needs. Supervision is received under the direction of the Museum Operations Director.

Responsibilities/Scope of Work

- **Device management**
 - **Hardware**
 - Maintain inventory of all IT equipment (networking, computers, tablets, phones, printers, et al)
 - Review diagnostics and assess the functionality and efficiency of systems
 - Work with outside vendors to repair and fix equipment when possible and maintain records/logs of repairs and fixes and maintenance schedule
 - Identify computer or network equipment shortages/replacement schedule and work with CITY IT and outside vendors to place orders
 - **Software**
 - Work with departments to identify needs and budget for software
 - Organize and schedule upgrades and maintenance without deterring others from completing their work
- **User management**
 - Supervises and monitors the daily use of technologies, networks and components systems using computers, purchase orders, operating or user's guides and documentation manuals in order to identify and resolve computer operating problems and order needed supplies.

- Set up workstations and user accounts
- Create onboarding and offboarding procedures to ensure smooth transitions
- Install and configure appropriate software and functions according to specifications
- Leveraging training workshops, operating manuals, demonstration sheets, following operating or users' guides in order to teach users how to utilize new software and computer equipment
- **Liaison**
 - Act as liaison with the City/County representatives and with vendors using contracts, invoices, performance warranties
 - Supervises vendors in order to ensure effective work performance of consultants and contractors producing consistent functionality of all systems and networks.
 - Following department guidelines in order to manage the operation of Museum systems, networks, and servers
- **Help desk** - Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- **Networking** - Working with CITY IT to develop and maintain local networks - optimizing performance
- **Security**- Monitor and ensure the security and privacy of networks and computer systems, certificates and company compliance of requirements.
- **Other** - Consult on events, meetings and projects that require IT expertise

Requirements

- Bachelor's Degree in Computer Information Systems, Computer Science, engineering or relevant field and
- Two (2) years of experience managing an automation system of preferably not less than ten workstations involving multiple locations or Bachelor's Degree in Computer Information Systems and certified as a Microsoft Certified Systems Engineer (MCSE)
- A Microsoft A+ Certification and supervisory experience are preferred.
- Certification as IT Technician will be an advantage
- Proven experience as IT Technician or relevant position
- Excellent diagnostic and problem solving skills
- Excellent communication ability
- Outstanding organizational and time-management skills
- In depth understanding of diverse computer systems and networks
 - Previous experience managing Apple work environments is preferred
- Physical Ability to lift up to 50 pounds, unassisted to include lifting boxes of supplies, printers, computers

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