

## Job Description

Date Opened:	March 26, 2021
Date Updated:	March 14, 2021
Title:	Technology Support Specialist
Reporting to:	Director of Information Technology
Full/Part time	Full time
Exempt/Non-Exempt	Exempt

### Description:

The Technology Specialist is responsible for multiple areas of operations at Discovery Park of America. Those areas are installing, monitoring, maintaining and upgrading the WAN/LAN and WIFI. They will also be the administrator of virtual environment of servers, access control and video surveillance network. This position will also help to support all the other activities at Discovery Park of America. This position is required to have the ability to walk, stand, sit, bend, climb a ladder work with hands, fingers, lift 75lbs and in different types of weather.

### Essential Responsibilities:

- Work individually and as a team with co-workers to responsibly support and troubleshoot the infrastructure at Discovery Park of America
- Maintain accurate and detailed documentation
- Communicate effectively with customers and co-workers to maintain positive relationships and an effective and efficient workplace
- Provide support and installation for LAN/WAN networks
- Provide support and installation for Point to Point networks
- Solid understanding of Ip Routing, IP addressing and implementation of DHCP
- Extensive knowledge of L2 and L3 switching infrastructure with preference towards multiple platforms: Cisco, HP, and Ubiquity.
- Working knowledge of VMWare Infrastructure/vSphere
- Active Directory Support and Management
- Oversee and Maintain Access Control and Video Surveillance
- Ability to Terminate and Fusion Splice Fiber Optic Cable
- Provide Employee Network Security Training
- Proficient in Microsoft Office.
- Knowledge in general building maintenance and the use of hand tools
- Excellent trouble shooting skills
- Responsible for daily backups “Veeam Backup Experience a Plus”
- On-call and after-hours support; willingness and ability to work flexible or irregular hours in accordance with departmental needs and workload demands.
- PC Desktop and Laptop Support & Sound Reinforcement and DMX Lighting
- Support all aspect of the Museums and Heritage Park’s Exhibit Technology



**Education and/or Experience:**

- Associate degree in related field and at least 2 years' experience in managing a large network infrastructure.
- Network+ Certification is preferred.
- Microsoft Certified Professional (MCP) is preferred.

**Previous Experience Recommendations:**

- Experience in managing LAN/WAN networks
- Active Directory Support and Management
- VMWare Infrastructure/vSphere
- Ip Routing, IP addressing and implementation of DHCP
- HP, and Ubiquity Equipment

**Employee Requirements:**

- Employee must possess a valid Driver's License
- Employee must submit to a pre-employment drug screening
- Employee must be willing to submit to a background check
- Employee must be able to lift objects 75 pounds or less
- Employee must be able to effectively use a ladder and be comfortable stooping, standing, or walking
- Employee must be willing to work a flexible schedule including nights/weekends as required
- Self-motivated, detail oriented and able to work unsupervised

To apply, [download your application here](#), fill it out, and email it along with your resume to [jobs@discoveryparkofamerica.com](mailto:jobs@discoveryparkofamerica.com), fax to (731) 885-7276 or drop off at the Discovery Park ticket window.