



Smithsonian Enterprises

Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

POS Desktop Support Technician Announcement Number SE-17-0117

OPEN DATE:	Monday, January 9, 2017
CLOSING DATE:	Monday, January 23, 2017
PAY BAND:	I
SALARY:	\$52,000 - \$67,000 (Commensurate with Experience)
APPOINTMENT TYPE:	Indefinite
SCHEDULE:	Full-Time
DUTY LOCATION:	Washington, DC

Who may be considered for employment: All qualified candidates eligible for employment in the United States. The Smithsonian provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for the application or hiring process please call 202-633-6409 (TTY).

The Smithsonian Institution is an **Equal Opportunity Employer**. We believe that a workforce comprising a variety of educational, cultural and experiential backgrounds support and enhance our daily work life and contribute to the richness of our exhibitions and programs.

KEY REQUIREMENTS

- Pass Pre-employment Background Check and Subsequent Background Investigation
- Complete a 1 year Probationary Period
- Maintain a Bank Account for Direct Deposit/Electronic Transfer
- Males born after 12/31/59 must be registered with Selective Service

SUMMARY:

The position provides first level phone support and in-person support for over 500 SE staff in diverse geographical locations for a variety of lines of business including, Magazine Publishing, Retail store point of sale operations, Mail Order Catalogue, Concessions, Book Publishing, Travel Programs and all support functions of the businesses, in a 24x7 environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:

- Provide technical assistance to users via face-to-face contact and the telephone on both PC and Apple Macintosh systems.
- Performs as a technical specialist and diagnostician responsible for troubleshooting, problem solving, and maintaining corporate desktops, Point of Sale (POS), and other small systems.

- Works with network administrators to administer and trouble shoot: user accounts, and network mapped drives.
- Installs Operating systems including Windows 7, Windows 10 and Macintosh OS X. Loads and removes hardware and software driver updates and patches.
- Loads and supports specialty, mission critical applications for a variety of business operating within the Smithsonian Museums including by not limited to Adobe K4 publishing systems, Theater ticketing Systems (Provenue)/Omni Ticketing and SAP, Triversity POS systems.
- Builds and configures new hardware as required. Uses and develops/updates standard desktop build documents and processes for configurations.
- Follows all SE and SI security guidelines for Domain, server, hardware and software administration, configuration and support.
- Maintains logs of known issues and software and hardware updates.
- Administers client Anti-Virus applications and monitors systems for signs of malware infections. Takes appropriate steps to mitigate the effects of infection.
- Monitors software update process on desktop PC's and Mac's.
- Maintains proper help desk ticket cycle status by processing accurate and up-to-date logs and documentation for each ticket.
- Works with network support staff and assists in problem resolution.
- Manages and administers client side Terminal Service/Citrix capabilities for remote access and administration.
- Provides on-call, off hours support on a rotation basis.
- Provides productive input and creative ideas in an IT, desktop/POS support team; working harmoniously with peers in diverse environments.

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Associate's degree (AAS from college or university in Computer Science, MIS or related field and/or 3-5 years related experience preferred; or equivalent combination of education and experience.
- Bachelor's degree in related field a plus.
- Professional certifications including Microsoft Certified Professional and/or Apple Certified Help Desk Specialist a plus.
- Knowledgeable in the following operating systems: Windows 7, Windows 10, /Server 2008, Macintosh OS X including 10.6 and higher and iOS software.
- In-depth knowledge of Microsoft Office Suite (Word, Excel, PowerPoint, Access), related Microsoft software.
- Ability to work with customers desktop using remote access tools
- Knowledgeable with TCP/IP networking protocol and connectivity testing.
- Knowledgeable or familiar with McAfee Anti-Virus software, MS Desktop Imaging Toolkit, and wireless (802.11) applications

Applicants, who wish to qualify based on education completed outside the United States, must be deemed equivalent to higher education programs of U.S. Institutions by an organization that specializes in the interpretation of foreign educational credentials. This documentation is the responsibility of the applicant and should be included as part of your application package.

Any false statement in your application may result in your application being rejected and may also result in termination after employment begins.

Smithsonian Enterprises is a division of the Smithsonian Institution, the world's largest museum and research organization. Established in 1846 with a bequest from English Scientist James Smithson, the Institution currently encompasses 19 museums and galleries, the National Zoo and 9 research centers. The Smithsonian has facilities in 7 states, the District of Columbia and the Republic of Panama supporting over 6,200 employees.

Smithsonian Enterprises encompasses the Media Group, Retail Group, and Consumer Education Products and Licensing.

The Smithsonian Institution values and seeks a diverse workforce. Join us in "Inspiring Generations through Knowledge and Discovery."

To Apply:

<p>Please forward a resume, salary requirements and cover letter to: Application materials submitted without salary information will not be considered. Applicants not meeting the mandatory and minimum requirements will not be considered.</p>	<p>SECareers@si.edu Please include the position title in the subject line.</p>
<p>Once the vacancy announcement closes, a review of your resume will be made compared to the qualifications and experience as it applies to this job. What to expect next: After a review of applicants is complete, qualified candidates résumés will be referred to the hiring manager.</p>	

Relocation expenses are not paid.

The Smithsonian offers a number of exceptional benefits to its employees who qualify. Benefit programs include:

Health, Dental & Vision Insurance, Life Insurance, Transit/Commuter Benefits, Accidental Death and Dismemberment Insurance, Annual and Sick Leave, Family Friendly Leave, 403b Retirement Plan, Discounts for Smithsonian Memberships, Museum Stores and Restaurants, Credit Union, Smithsonian Early Enrichment Center (Child Care), Flexible Spending Account (Health & Dependent Care)
The attached Applicant Survey Form should be completed by all candidates, except **Smithsonian Institution employees**, and returned with application materials. This form is for gathering statistical information and will not be a part of the application.

APPLICANT SURVEY FORM

The Applicant Survey Form is used to collect information from candidates during the search process to evaluate the effectiveness of the Institution’s search and recruitment efforts. Please print all responses. The information provided is not a part of the selection process and will be used for statistical purposes only. Your voluntary responses will have no effect on your consideration.

Vacancy Announcement Number: _____

First Name													
Last Name													

Year of Birth: 19____

Gender: Male ____

Female ____

How did you learn about this position? Mark all sources that apply.

1	Mass media (magazines, newspaper, radio, television, poster, telephone job line)
2	Individual (friend, relative, Smithsonian employee, school or college counselor or official)
3	Information technology (Internet, World Wide Web, or SI Web site)
4	Association or organization (professional, community, religious)
5	Other (please indicate)

Self-identification by category: (Circle your responses.)

Ethnicity: Hispanic or Latino - a person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race. Yes _____ No _____

Race: (Mark all that apply.)

1	American Indian or Alaska Native	A person having origin in any of the original peoples of North or South America (including Central America), and who maintains tribal affiliation or community attachment. Tribal Affiliation: _____
2	Asian	A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, or Vietnam.
3	Black or African American	A person having origins in any of the black racial groups of Africa.
4	White	A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.
5	Native Hawaiian or Other Pacific Islander	A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific islands.

Do you have any physical disabilities? Yes _____ No _____

If yes, do you have a targeted disability? (Mark only one.)

1	Deaf	4	Partial paralysis	7	Mental retardation
2	Blind	5	Complete paralysis	8	Mental or emotional illness
3	Missing extremities	6	Convulsive disorder	9	Severe distortion of limbs and/or spine