



Smithsonian Enterprises

Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Computer Systems Support Technician Announcement Number SE-21-0120

OPEN DATE:	July 13, 2021
CLOSING DATE:	July 27, 2021
PAY BAND:	H (with promotion potential to Pay Band I)
SALARY:	\$50,022-\$64,943 (Commensurate with experience)
APPOINTMENT TYPE:	Indefinite
SCHEDULE:	Full-Time (Wednesday-Sunday)
DUTY LOCATION:	Washington, DC
TELEWORK ELIGIBLE:	Yes, as determined by agency policy

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
- U.S. employment eligible

SUMMARY:

Smithsonian Enterprises (SE) consists of Smithsonian Media, Retail Group which includes Museum Stores, National Zoo, IMAX Theaters, Food Service and Concessions, Licensing, Smithsonian Travel and Corporate support functions. This position supports the 24/7 operations.

SPECIAL CONDITIONS OF EMPLOYMENT: The candidate must possess or have the ability to obtain a motor vehicle operator's license; ability to lift up to 50 pounds; ability to crawl underneath furniture to install hardware if necessary; work in adverse environmental conditions; assist in off duty hours during job related emergencies; Subject to work any shifts, including Saturday, Sunday or holidays on a regular and recurring basis. This is an emergency-essential position.

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, Point of Sale (POS) and Apple Macintosh systems including iOS hardware and Android OS.
- Performs as a technical specialist and diagnostician responsible for troubleshooting, problem solving, and maintaining corporate desktops, POS and other retail systems.
- Works with network administrators to administer and troubleshoot user accounts and network mapped drives.

- Installs Operating systems including Windows 10, Macintosh OS X, iOS, and Android. 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 GK Omni POS, SAP POS systems, other POS systems, and Theater ticketing Systems (Provenue).
- 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 POS, iOS devices, handhelds computers, desktop PC's and Mac's.
- Maintains proper service 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/VPN 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.
- Assists in providing specifications for new equipment. Builds new hardware configurations.
- Provides input for management requests for cost effective applications, hardware, and reporting information systems.

REQUIREMENTS AND QUALIFICATIONS:

- Associate 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.
- Knowledgeable in the following operating systems: Windows 10 Pro/Server, Macintosh OS X and higher including 10.13, iOS and Android
- In-depth knowledge of Microsoft Office 365 (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 Cylance, MS Azure, MS Intune, Office 365, and wireless (802.11) applications including Wi-Fi adapter configuration and support for non-published SSIDs
- Knowledgeable with POS hardware including Verifone and Ingenico credit card readers and POS peripherals including Zebra scanners, printers, and Epson printers. Experience with tokenization and P2PE a plus.
- Knowledgeable of PCI DSS requirements and guidelines to maintain secure systems and data integrity.
- Must be an advocate for user community and customer service oriented.
- Professional certifications including Microsoft Certified Professional and/or Apple Certified Help Desk Specialist a plus.
- Knowledgeable of JAVA security configurations and JAVA POS a plus.
- Candidate must have the ability to quickly adapt to and thrive in a fast-paced change environment. Must possess and be able to follow and act on instructions via remote communications such as email, phone calls, etc. and follow through on all assigned tasks.
- Proven record of accomplishment in meeting schedules and deadlines using innovative problem-solving techniques, solid project management skills and time management skills.
- Supported current Macintosh operating systems and products.
- Extensive PC hardware and software configuration experience.
- Knowledge of a wide range of computer techniques, requirements, methods, sources, and procedures to perform a variety of assignments for all departments within SE.
- Knowledge of technical systems design and data management and/or maintenance principles and techniques to evaluate approaches in recommending solutions to problems such as computer system updates and hardware refresh schedules.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed 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.

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.

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, cover letter, and the link to writing samples 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.

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

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.

Vacancy Announcement No.:
Position Title:

YOUR PRIVACY IS PROTECTED

This information is used to determine if our equal employment opportunity efforts are reaching all segments of the population, consistent with Federal equal employment opportunity laws. Responses to these questions are voluntary. Your responses will not be shown to the panel rating the applications, to the official selecting an applicant for a position, or to anyone else who can affect your application. This form will not be placed in your Personnel file nor will it be provided to your supervisors in your employing office should you be hired. The aggregate information collected through this form will be kept private to the extent permitted by law. See the Privacy Act Statement below for more information.

Completion of this form is voluntary. No individual personnel selections are made based on this information. There will be no impact on your application if you choose not to answer any of these questions.

Thank you for helping us to provide better service.

1. How did you learn about this position? (Check One):

- Agency Internet Site recruitment
- Private Employment Web Site
- Other Internet Site
- Job Fair
- Newspaper or magazine
- Agency or other Federal government on campus
- School or college counselor or other official
- Friend or relative working for this agency
- Private Employment Office
- Agency Human Resources Department (bulletin board or other announcement)
- Federal, State, or Local Job Information Center
- Other

2. Sex (Check One):

- Male
- Female

3. Ethnicity (Check One):

- Hispanic or Latino** - a person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- Not Hispanic or Latino**

4. Race (Check all that apply):

- American Indian or Alaska Native** - a person having origins in any of the original peoples of North or South America (including Central America), and who maintains tribal affiliation or community attachment.
- 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.
- Black or African American** - a person having origins in any of the black racial groups of Africa.
- Native Hawaiian or Other Pacific Islander** - a person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific islands.
- White** - a person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

5. Disability/Serious Health Condition

The next questions address disability and serious health conditions. Your responses will ensure that our outreach and recruitment policies are reaching a wide range of individuals with physical or mental conditions. Consider your answers without the use of medication and aids (except eyeglasses) or the help of another person.

A. Do you have any of the following? Check all boxes that apply to you:

- Deaf or serious difficulty hearing
- Blind or serious difficulty seeing even when wearing glasses
- Missing an arm, leg, hand, or foot
- Paralysis: Partial or complete paralysis (any cause)
- Significant Disfigurement: for example, severe disfigurements caused by burns, wounds, accidents, or congenital disorders
- Significant Mobility Impairment: for example, uses a wheelchair, scooter, walker or uses a legbrace to walk
- Significant Psychiatric Disorder: for example, bipolar disorder, schizophrenia, PTSD, or major depression
- Intellectual Disability (formerly described as mental retardation)
- Developmental Disability: for example, cerebral palsy or autism spectrum disorder
- Traumatic Brain Injury
- Dwarfism
- Epilepsy or other seizure disorder
- Other disability or serious health condition: for example, diabetes, cancer, cardiovascular disease, anxiety disorder, or HIV infection; a learning disability, a speech impairment, or a hearing impairment (if this applies to you, please go to Section A.1.)

If you did not select one of the options above, please indicate whether.

- None of the conditions listed above apply to me.
- I do not wish to answer questions regarding disability/health conditions.

A.1. Other Disability or Serious Health Condition (Optional)

You indicated that you have a disability or a serious health condition. If you are willing, please select any of the conditions listed below that apply to you. As explained above, your responses will not be shown to the panel rating the applications, to the selecting official, or to anyone else who can affect your application. All responses will remain private to the extent permitted by law. See the Privacy Act Statement below for more information.

Please check all that apply:

- I do not wish to specify any condition.
- Alcoholism
- Cancer
- Cardiovascular or heart disease
- Crohn's disease, irritable bowel syndrome, or other gastrointestinal impairment
- Depression, anxiety disorder, or other psychological disorder
- Diabetes or other metabolic disease
- Difficulty seeing even when wearing glasses
- Hearing impairment
- History of drug addiction (but not currently using illegal drugs)
- HIV Infection/AIDS or other immune disorder
- Kidney dysfunction: for example, requires dialysis
- Learning disabilities or ADHD
- Liver disease: for example, hepatitis or cirrhosis

- Lupus, fibromyalgia, rheumatoid arthritis, or other autoimmune disorder**
- Morbid obesity**
- Nervous system disorder: for example, migraine headaches, Parkinson's disease, or multiplesclerosis**
- Non-paralytic orthopedic impairments: for example, chronic pain, stiffness, weakness in bones or joints, or some loss of ability to use parts of the body**
- Orthopedic impairments or osteo-arthritis**
- Pulmonary or respiratory impairment: for example, asthma, chronic bronchitis, or TB**
- Sickle cell anemia, hemophilia, or other blood disease**
- Speech impairment**
- Spinal abnormalities: for example, spina bifida or scoliosis**
- Thyroid dysfunction or other endocrine disorder**
- Other. Please identify the disability/health condition, if willing:_____**

PRIVACY ACT AND PAPERWORK REDUCTION ACT STATEMENTS

Privacy Act Statement: This Privacy Act Statement is provided pursuant to 5 U.S.C. 552a (commonly known as the Privacy Act of 1974). The authority for this form is 5 U.S.C. 7201, which provides that the Office of Personnel Management shall implement a minority recruitment program, by the Uniform Guidelines on Employee Selection Procedures, 29 C.F.R. Part 1607.4, which requires collection of demographic data to determine if a selection procedure has an unlawful disparate impact, and by Section 501 of the Rehabilitation Act of 1973, which requires federal agencies to prepare affirmative action plans for the hiring and advancement of people with disabilities. Data relating to an individual applicant are not provided to selecting officials. This form will be seen by Human Resource personnel in the Office of Personnel Management (who are not involved in considering an applicant for a particular job) and by Equal Employment Opportunity Commission officials who will receive aggregate, non-identifiable data from the Office of Personnel Management derived from this form.

Purpose and Routine Uses: The aggregate, non-identifiable information summarizing all applicants for a position will be used by the Office of Personnel Management and by the Equal Employment Opportunity Commission to determine if the executive branch of the Federal Government is effectively recruiting and selecting individuals from all segments of the population. **Effects of Nondisclosure:** Providing this information is voluntary. No individual personnel selections are made based on this information. There will be no impact on your application if you choose not to answer any of these questions.

Paperwork Reduction Act Statement: The Paperwork Reduction Act of 1995 (44 U.S.C. 3501 et. seq.) requires us to inform you that this information is being collected for planning and assessing affirmative employment program initiatives. Response to this request is voluntary. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB Control Number. The estimated burden of completing this form is five (5) minutes per response, including the time for reviewing instructions. Direct comments regarding the burden estimate or any other aspect of this form to [INSERT: Agency name and address] and to the Office of Management Budget, Office of Information and Regulatory Affairs, Washington, DC 20503.