



Smithsonian Institution

Information Technology Specialist Office of Advancement

Come join a team of dedicated staff at an exceptional time in Smithsonian history, as the Institution moves forward with a comprehensive strategic plan, expands the programming, educational, and scholarly activity of its museums and research centers, and completes its very first Institution-wide fundraising campaign. There is no better time to join this amazing Institution.

The Smithsonian is building a model fundraising program, one that will meet the growing needs of this unique organization. The Office of Advancement (OA) is charged with maximizing the financial gift support to the Smithsonian Institution (SI) by seeking private contributions in order to increase the margin of excellence of its educational and research programs. This position offers exciting opportunities for the successful candidate to make a significant impact on the future of the Smithsonian. Hiring level depends on knowledge and experience.

The Smithsonian Institution's Advancement Technology Services department seeks an Information Technology Specialist to provide desktop services to OA staff, contractors, volunteers, and interns. This position serves as an important and integral member of the team, providing valuable service to every member of the Office of Advancement team, and will appeal to applicants with strong technical and interpersonal skills who thrive in a fast-paced environment. This position performs the following activities:

- Configures and deploys desktop and laptop computer systems in a Microsoft Active Directory networked environment using established SI standard baseline configurations. Creates OA user network and email accounts using the Microsoft Active Directory Users and Groups administration tool.
- Troubleshoots, diagnoses, upgrades, and resolves problems with desktop and laptop systems, peripherals, and mobile devices.
- Purchases, installs, configures, troubleshoots, and maintains SI-approved software including operating system, application, email, and network client.
- Ensures OA staff has access to required computing resources including hardware, software, and connectivity onsite and offsite in support of regular work and special events.

Qualified candidates will have:

- Certifications such as Microsoft Certified Professional, HDI Technical Support Professional, Apple Certified Support Professional, Microsoft Windows 10 or Comp TIA preferred
- Bachelor's degree in Computer Science or related field preferred
- Proven ability as a customer-oriented problem solver in desktop and network support with 2-4 years of customer support experience with large, networked organizations
- Demonstrated ability to communicate effectively in written and oral formats and quickly respond to emerging issues and provide effective solutions
- Expertise with Microsoft and Apple operating systems and application software
- Experience with a wide range of external peripheral devices including personal and network printers, scanners, copiers, video conferencing equipment, tablets, phones, etc.

The Office of Advancement oversees and guides the fundraising efforts of the Smithsonian. In addition to raising significant support for a variety of Smithsonian initiatives, the Office of Advancement provides support services to advancement offices across the institution. The office engages with staff throughout the organization in accomplishing their goals.

The Smithsonian Institution is a unique complex of 19 museums and galleries, the National Zoological Park, and nine research centers. The Smithsonian is a national and world treasure and is dedicated to its founding mission, "the increase and diffusion of knowledge." Its exhibitions, programs, collections, and outreach touch the lives of millions of Americans every year, as well as many who visit from abroad.

The Smithsonian Institution offers a competitive salary and a comprehensive package of benefits. Interested candidates should submit a resume and cover letter to oastaffing@si.edu by July 31.

The Smithsonian Institution is an equal opportunity, affirmative action employer. Candidates of all backgrounds are encouraged to apply.