



## **IT/Facilities Technician**

Full Time, Benefited

Do you play well with Otters? The Wild Center is looking for a full-time Facilities Technician to join our team. As the IT/Facilities Tech, you will be assisting with the day-to-day operations and maintenance of our 115-acre campus, which includes the facility and grounds. This position also serves as the primary point of contact for all technology-related needs across the organization, supporting staff and systems that span visitor services, education, administration, exhibits, and facilities. The IT/Facilities Tech works collaboratively across all departments to ensure reliable, secure, and efficient technology operations in support of the museum's mission.

### **Facilities Essential Duties and Responsibilities:**

- Inspecting, monitoring and completing preventative maintenance of environmental (HVAC) systems, life support pumping and filtration systems.
- Responding to facility mechanical, plumbing and basic electrical malfunctions and remedying in a timely manner.
- Maintaining building and museum grounds security systems.
- Ability to maintain facility tools in a clean and orderly manner.
- Assisting across departments in exhibit development, operations and maintenance tasks.
- Performing occasional custodial tasks (refuse and recyclable collection, floor maintenance, restroom maintenance and sanitizing, window cleaning, etc.).
- Performing necessary indoor and outdoor facility maintenance tasks such as painting, staining, floor refinishing and outdoor maintenance project work.
- Performing seasonal grounds-keeping tasks (lawn care, plant care, snow removal, etc.).
- Conducting periodic safety inspections and log record keeping.
- Assisting with special event functions.
- Availability to work weekends and holidays (4-10 hr day work week).
- Willingness to participate as part of a team focused on producing high-quality results and to respond to occasional emergency situations.
- Provide first-line technical support to all staff for hardware, software, network, and peripheral issues via in-person, phone, and ticketing systems

### **IT Essential Duties and Responsibilities:**

- Provide first-line technical support to all staff for hardware, software, network, and peripheral issues via in-person, phone, and ticketing systems
- Troubleshoot and resolve issues with desktops, laptops, tablets, point-of-sale devices, printers, A/V systems, and other technology used in museum operations
- Install, configure, and maintain staff workstations and mobile devices, ensuring systems are current and properly licensed
- Administer and monitor the organization's local area network (LAN), wireless networks, and internet connectivity, including access points, switches, routers, and firewall devices
- Manage network user accounts, permissions, and access controls in coordination with department supervisors
- Monitor network performance and security; investigate and remediate anomalies or threats promptly
- Maintain and update operating systems, software applications, and security patches across all devices on a regular schedule
- Maintain and support interactive exhibit technology, digital displays, audio/visual systems, and kiosk stations throughout the museum and outdoor spaces

### **Qualifications:**

- Creative problem-solving skills

- Comfortable working in a team environment
- Capacity to quickly change focus from one task to another.
- High School diploma or equivalent and a minimum of three years of maintenance and/or construction experience
- Capable of proper use of hand tools, basic plumbing, mechanical and electrical repairs
- Able to work independently with minimal supervision
- Knowledge of basic computer operations or willingness to learn
- Electrical experience a plus
- Valid driver's license

**Physical Demands:**

- Requires working with rotating and electrical equipment (pumps, motors, etc.) and occasional work at heights of 30-35' (ladders, powered lifts, etc.).
- Requires outdoor work throughout the year and operation of commercial outdoor lawn and garden equipment.
- Frequently moves heavy equipment or materials, weighing up to 70 pounds, across campus for various maintenance or facility projects.

**Compensation & Benefits**

- Pay Range: \$20.00/hour
- Comprehensive benefit package including medical, dental, supplemental and life insurance plans, health savings account, SIMPLE IRA retirement, employee assistance program.
- Paid vacation, sick/personal time, and holidays.
- The opportunity to work in a LEED-certified, modern facility on a 115-acre site on the Raquette River featuring over 50 species of live exhibit animals
- The Wild Center strives to create an environment where our team thrives both personally and professionally. While life on the job can move at a fast pace, we appreciate the times we can slow down. Whether it's sharing stories over a staff potluck, being wowed by cool science facts, or taking a break during a meeting to view a cute animal - we make time to grow together as a community.

**To Apply:**

Please fill out the [Facilities Technician Application](#) or go to [www.wildcenter.org/careers](http://www.wildcenter.org/careers) to access the job description and application link.

The Wild Center is an Equal Opportunity Employer. We have a strong dedication to diversity in our community and in the people and groups with which we work.