



IT Support Technician/Facilities Administrator

Full Time, Benefited

Do you play well with Otters? The Wild Center is looking for a full-time IT Support Technician/Facilities Administrator to join our team. The IT Support Technician/Facilities Administrator provides first-line technology support for The Wild Center while assisting the Facilities Department with administrative, documentation, compliance, and project tracking activities.

Approximately 80% of the position is dedicated to information technology support, with approximately 20% devoted to facilities administration. This role helps ensure that technology systems remain reliable while improving the organization, documentation, and regulatory compliance of the Facilities Department.

IT Support Essential Duties and Responsibilities (Approximately 80%):

- End User Support (35%)
 - Respond to staff technology requests.
 - Configure Windows and Mac computers.
 - Support Google Workspace.
 - Install software.
 - Configure printers and scanners.
 - Assist with MFA and password resets.
 - Troubleshoot workstation hardware and software.
- Hardware and Device Management (15%)
 - Deploy new computers.
 - Maintain computer inventory.
 - Image and configure devices.
 - Coordinate warranty repairs.
 - Maintain spare equipment inventory.
- Network and Systems Support (10%)
 - Assist Administrator with the following
 - Switch installations
 - Wireless access points
 - Structured cabling
 - Rack organization
 - Basic network troubleshooting
 - Patch management
 - Backup verification
- Museum Technology Support (15%)
 - Help to maintain the following
 - Interactive exhibits
 - Theater technology
 - Digital signage
 - POS systems
 - Audio/visual systems
 - Public Wi-Fi
 - Security cameras
- Documentation and IT Administration (5%)
 - Maintain IT documentation

- Update asset inventory
- Track software licensing
- Maintain network diagrams
- Document procedures

Facilities Administrator (Approximately 20%):

- Work Order & Maintenance Management
 - Maintain the computerized maintenance management system (CMMS) or work order database.
 - Enter, assign, update, and close work orders.
 - Track preventive maintenance completion.
 - Monitor open maintenance requests and provide status updates.
 - Generate maintenance performance reports.
- Documentation
 - Maintain equipment files.
 - Organize operation and maintenance manuals.
 - Update equipment inventories.
 - Maintain drawing files and record drawings.
 - Track warranties and service contracts.
 - Maintain vendor contact information.
- Regulatory Compliance
 - Assist with maintaining documentation for the following
 - OSHA compliance
 - DEC permits
 - Fire inspections
 - Elevator inspections
 - Boiler inspections
 - Generator testing
 - Lift inspections
 - Stormwater inspections
 - Safety Data Sheet (SDS) records
 - Hazard communication documentation
 - Required annual reports
- Capital Project Support
 - Maintain project files.
 - Track project budgets.
 - Update project schedules.
 - Process submittals and closeout documents.
 - Track grant documentation and reimbursement records.
 - Maintain contractor certificates of insurance.
 - Organize project meeting minutes.
- Purchasing & Inventory
 - Prepare purchase requests.
 - Track deliveries.
 - Maintain parts inventory.
 - Monitor stock levels.
 - Maintain tool inventory.
- Reporting
 - Complete routine reports including
 - Work order metrics
 - Preventive maintenance completion

- Facilities KPI dashboards
- Capital project status reports
- Deferred maintenance lists
- Equipment replacement schedules

Qualifications:

- Creative problem-solving skills
- Comfortable working in a team environment
- Capacity to quickly change focus from one task to another.
- IT qualifications
- Experience maintaining technical documentation.
- Strong organizational skills.
- Proficiency with spreadsheets and databases.
- Experience with work order or CMMS software.
- Experience with document management systems.
- Ability to coordinate multiple projects simultaneously.
- Excellent written communication skills.

Compensation & Benefits

- Starting Rate: \$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 [IT Support Technician/Facilities Administrator](#) or go to 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.