

**TECHNOLOGY ASSISTANT  
POSITION DESCRIPTION**

**POSITION CONCEPT**

Technology Assistant supports technology aspects of Philmont, report to and works closely with the Technical Network Manager to maintain IT related items on Philmont. This includes all workstations, network antistructure, Wi-Fi access, Virus removal, Printer support, Mobile Device support, Basic computer operation support, Email support, Database Management, and Phone support. This position reports directly to the Technical Network Manager.

**DESIRED EXPERIENCE**

Technology Assistants are expected to have a solid foundation to the mechanics of computer systems and troubleshooting computer/network related issues. Typically, this experience is gained from hands on experience working in the IT field, completing at least one year in a Technology related degree program, or completing a basic computing certificate i.e. CompTIA A+. Technology Assistants need strong organizational and communication skills to interface with the many Philmont Departments, to meet their needs.

**PHILMONT REQUIREMENTS**

- Provide and maintain a cheerful, helpful, and efficient service to all Philmont guests. Insure that all participants have an enjoyable experience. When possible, solve their needs and concerns, when not possible, steer them to someone who can.
- Carry out the prescribed policies and procedures of the Philmont Scout Ranch as outlined in the Staff Guidebook and during staff training.
- Present oneself to every participant and guest clean, sharp appearing and correctly uniformed as described in the Staff Guidebook.
- Become familiar with all materials supplied prior to the camping season.
- Become familiar with all pertinent Philmont policies and procedures.
- Must be 18 years of age by time of employment.

**SPECIFIC JOB REQUIREMENTS**

- Meet the BSA height/weight requirements for high-adventure activities.
- Provide a completed Annual Health and Medical Record upon arrival at Philmont.
- Understanding of Computer Systems.
- Understanding of Windows Security and virus removal
- Understanding of Network Domains.
- Understating of Wireless Networks and Captive Portal connections.
- Understanding of A/V equipment

## **PRINCIPLE RESPONSIBILITIES**

- Monitor the work order system and respond to user requests in timely manner. Provide updates and resolutions to issues daily.
- Troubleshoot and repair any Technology related issue reported, either to the work order system or by phone and email.
- Update and maintain all workstations as needed.
- Maintain a close working relationship with the various departments on Philmont to insure their technology needs are met.
- Setup and maintain the computer lab for staff to use.
- Work with PTC services team to insure all AV related issues are resolved every week the Training Center is in Conference.
- Monitor Technology rooms and cabinets, ensuring they are clean and all equipment is functioning properly. Report any issues to the Network Manager.
- Carry out the mission of Philmont Scout Ranch by completing other duties as assigned by the Administration Staff or any Philmont Manager.

### **For questions about this position contact:**

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IT Manager

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