

POSITION DESCRIPTION

Position:	Information Technology (IT) Specialist
Department:	Office Support/Administration
Salary Level:	II (Specialists/Foremen)
Default Housing:	<i>Tent-PTC (Final housing assignments may differ based on availability)</i>
Reports To:	Information Technology (IT) Manager
Desired Availability:	May 15 – August 13

Philmont Standards

- Must be at least 18 years of age by start of employment (21+ requirement, if applicable, will be noted below)
- Must become a registered member of Scouting America at the start of employment and subscribe to the Scout Oath, Scout Law, and Declaration of Religious Principles
- Must provide a complete and current Scouting America Annual Health and Medical Record (Parts A, B, & C) to the Infirmary upon arrival including review of risk advisory and immunization requirements
- Must maintain a clean, well-groomed appearance and be willing to purchase required uniform parts to meet Philmont's uniform policy
- Must participate in designated staff training
- Must adhere to the policies and programs set forth by Philmont Scout Ranch management

Position Overview

IT Specialist supports technology aspects of Philmont, report to and works closely with the IT 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.

Primary Duties & 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 IT Manager.
- Complete other duties as assigned by direct supervisor or ranch management as required

Desired Qualifications & Experience

- Must be 18 years of age by time of employment.
- Ability to prioritize tasks and ask for help when needed
- Ability to function well in a high-pace and at times stressful environment
- Excellent organizational skills, ability to prioritize, and comfortable working independently
- Understanding of Computer Systems.
- Understanding of Windows Security and virus removal
- Understanding of Network Domains.
- Understanding of Wireless Networks and Captive Portal connections.
- Understanding of A/V equipment

Physical Requirements & Work Environment

- Be able to lift and handle materials up to 70 pounds throughout the scheduled workday
- Up to 75% of the workday could be spent standing, walking, bending, stooping, kneeling, sitting or crouching
- Subject to repetitive movements while operating a computer and other office equipment
- Be physically fit and flexible

Additional Information

Send inquiries to philstaff@scouting.org

It should be noted by applicants that Philmont Scout Ranch and the surrounding area are located in a rural ranching community within the high desert of the Sangre de Cristo mountains. Climate, culture, and the availability of resources may vary significantly than other communities. Amenities applicants are used to may not be available on the ranch or the surrounding area.

Philmont and Scouting America provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Updated: 11/18/2024