PHILMONT SCOUT RANCH

SEASONAL INFORMATION TECHNOLOGY SUPPORT

POSITION DESCRIPTION

POSITION CONCEPT

The Information Technology Support staff is directly responsible to the Philmont IT Manager for direction and supervision of maintenance, setup, and support of computer workstations, network support, telephones and other technology support throughout the ranch.

PRINCIPLE RESPONSIBILITIES

• Support workstation setup and maintenance in networked environment.
• Support network maintenance and backups.
• Support physical setup and networking of multiple workstations in various locations around the ranch.
• Be able to troubleshoot a variety of workstation and network issues.
• Support workstation setup and maintenance in networked environment.
• Present oneself to every participant and guest clean, sharp appearing, and correctly uniformed as described in the Staff Guidebook.
• Provide cheerful, helpful and efficient service to all Philmont guests. Maintain a friendly, cheerful, and helpful attitude to insure that participants have an enjoyable experience. Where possible, solve their needs and concerns, where 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.
• Must be able to secure a Philmont driving permit.
• Assist with other staff responsibilities as directed by the IT Manager to insure that the mission of the Philmont Scout Ranch is carried out.
• Submit a completed Philmont Health and Medical Form, meet the Height/Weight Requirements for backcountry participation, and be able to lift and handle materials up to 70 pounds.

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