filoli

IT Technician

Filoli is a 654-acre historic site of the National Trust for Historic Preservation, located on the San Francisco Bay Peninsula near Woodside, CA, and one of the finest remaining country estates of the early 20th century. As a team member here, you will be able to connect rich history with a vibrant future through beauty, nature and shared stories. You have the opportunity to preserve, build upon and share the wonder of this place.

In our daily interaction with guests, we envision a time when all people honor nature, value unique experiences and appreciate beauty in everyday life. In this position, you have the opportunity to engage in the 2024 - 2028 Strategic Plan, centered on connecting to our community, and support the launch of a site plan and capital campaign designed to provide Filoli guests greater access to nature. Filoli's culture is rooted in integrity and we are accountable for our work, actions, and impact on our visitors, community, and environment. Through our values, Filoli Team members are committed to being Inclusive, Welcoming, Innovative, Collaborative, and committed Stewards using sustainable practices for the future.

SUMMARY

The IT Technician serves as the primary support contact for all Filoli staff on all company-supported systems including workstations, installed software, cloud-based systems, AV systems, and other technologies deployed onsite. This position will work closely with Filoli's managed IT provider to coordinate the organization's IT support needs. The Technician provides hands-on support, creates and maintains documentation that will be used for use within the IT group but also guides for staff members, consults with departments to identify how technology can help make their work more secure and efficient, maintains relationships and coordinates the work of 3rd party vendors. The Technician will work closely with the Facilities team and assist with infrastructure projects to facilitate technology needs. This is an exceptional opportunity for someone to learn and grow while working with a highly qualified team of professionals.

This is a full-time and non-exempt position (defined as 30-40 hours per week, flexibly scheduled). Depending on candidate experience, the hourly rate range is $31.00 to $33.00 per hour. The Technician's typical schedule will be Monday-Friday (8:00am-4:30pm) but this

schedule may change to support staff needs. The Technician should have the ability to support a flexible schedule and work environment, covering necessary duties as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

IT Support

- On/Off Board End Users:
    - Create cloud-based accounts for new users joining the organization;
    - Create and manage user accounts in Active Directory;
    - Set up new (or repurposed) workstations for new users (or users receiving upgraded systems);
    - Conduct IT Onboarding Trainings for new hires on all relevant systems;
    - Suspend/Delete cloud-based accounts for users who are leaving the organization ensuring all archiving procedures are followed;
- Maintain equipment inventory/manage equipment:
    - Maintain an inventory of all IT and AV equipment owned by the organization;
    - Monitor the health of all IT and AV equipment and ensure that leadership is aware when equipment needs to be replaced or repaired;
- Manage AV and other equipment:
    - Develop training/tutorial materials for user on how to use the AV equipment;
    - Coordinate technology needs for events and acting as a main point of contact during the event for any issues;
    - Troubleshoot, configure, and deploy a variety of printers;
    - Troubleshoot, configure and deploy POS systems;
- Monitor network and server systems:
    - Provide basic network troubleshooting to identify the source of issues and potential solutions;
    - Provide basic server troubleshooting to identify the source of issues and potential solutions;
- Provide documentation and communication:
    - Provide detailed procedural documentation to end-users so they can utilize the tools available to them;
    - Provide detailed documentation about complex systems so that others can maintain/troubleshoot/utilize the systems in the IT Technician's absence;
    - Provide explanations of complex technical concepts to users who may not have an understanding of the technologies, but need that understanding to do their jobs;
    - Provide detailed explanations and documentation for vendors who will be assisting in the deployment, maintenance, and troubleshooting of various Filoli systems;
- Provide support to Facilities team and assist with technology infrastructure projects as needed;

General
- Ability to provide the highest quality service to all customers in every interaction;
- Uphold all Filoli's policies, procedures, guidelines and standards;
- Maintain flexibility and perform other duties as assigned to respond to the needs of the organization;
- Attendance and punctuality are essential to work and all work-related functions.

MINIMUM QUALIFICATIONS

An individual must be able to perform each essential duty listed above and any additional responsibilities as directed as well as satisfy the educational and skill requirements listed below:

Education: Minimum of high school GED or equivalent. Technology certification or education is preferred.

Core Competencies:

- IT EXPERIENCE – Minimum of 1-5 years providing Tier 1 or 2 level IT support preferred. Able to deploy and maintain end user computers and peripherals. If experienced, the technician should have knowledge of PC hardware and software, proficiency with Windows 10 and 11 Professional and MacOS and familiarity with Google Workspace. Preferred experience with managing Active Directory, using and managing Windows Servers, administering Google Workspace and Microsoft 365. Basic networking knowledge and troubleshooting skills (VPN, DHCP, DNS).
- PEOPLE, PROJECT, AND PROGRAM SKILLS – Effective teamwork skills and cross-functional collaborative capacity. Ability to either take direction or work independently as the situation requires. Demonstrated experience working in a customer service role.
- LEADERSHIP – Flexible, energetic, and outcomes-oriented self-starter who brings a creative approach to solving problems. Capacity to interact effectively and build partnerships with Filoli's many constituencies including staff, Board members, community partners and supporters, donors, members, visitors, and volunteers. Strong administrative skills. Ability to multitask, see many sides to complex issues, and perform at high standards with a collegial team.
- CULTURAL COMPETENCIES – Model a responsibility to self-awareness and awareness of others to recognize that individuals bring unique backgrounds, beliefs, values, and world-views. View racial and cultural differences as assets to the organization.
- DIVERSITY, EQUITY, AND INCLUSION – Committed to Filoli's dedication to integrate accountability across all efforts to support and sustain a racially equitable organization. Demonstrate a passion of advancing organizational DEAI objectives and influencing others to approach all work with an equity lens. Promote processes and communication that encourage organizational cultural competence and inclusion.

- COMMUNICATION SKILLS – Strong written and verbal communication skills.
- DECISIVE NATURE – Well-honed ability to independently anticipate and analyze situations, define problems and objectives, recognize viable alternatives and formulate rapid solutions with understanding of the inherent risks and the implications of decisions.
- COMPUTER SKILLS – Expert with MS Office suite and Google applications.
- AVAILABILITY – Maintain a flexible work schedule to meet the demands of staff needs. Ability to work onsite and in-person.

Skills and Abilities:

- Ability and demonstrated interest to learn a variety of technologies quickly;
- Have a mechanical aptitude with an ability to troubleshoot and repair equipment;
- Ability to multitask and be responsive to a large number of diverse needs while focusing on high priority tasks;
- Capable of maintaining confidentiality;
- Operate in a well-organized, detail-oriented, dependable, and timely way;
- Know when to seek help and when to use own judgment;
- Maintain a positive, calm demeanor and professional manner at all times;
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals;

CERTIFICATES, LICENSES, REGISTRATIONS

A valid Driver's License is required.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job including:
- Stand, walk across uneven terrain, climb ladders (extension or 12' ladder) and stairs, balance, stoop, kneel, crouch, crawl, reach, handle, lift, carry, push and bend frequently, as well as sit for long periods;
- Lift and carry up to 50 lbs.

HOW TO APPLY

1. Candidates with the above prerequisites are invited to submit their resumes along with a cover letter outlining their related experience and background to: https://filoli.applicantstack.com/x/openings
2. Possession of minimum requirements does not guarantee an interview.

3. Please, no phone calls.
4. Thank you for your interest in Filoli!

Please visit our website for more information: www.filoli.org

Filoli is an equal opportunity employer who values diversity in the workplace.