

# Henry

## Assistant IT Coordinator *(temporary)*

### ABOUT THE HENRY

The Henry Art Gallery was founded as Washington State's first art museum in 1926, on the principle that art stimulates inquiry, fosters knowledge, and builds healthy communities. Located on the campus of the University of Washington (UW), Seattle, the Henry is internationally recognized as a pioneer in the research and presentation of contemporary art. Learn about our mission and vision: [henryart.org/about](http://henryart.org/about).

**POSITION PURPOSE:** Reporting to the Systems Administrator, the IT Coordinator *(temporary)* provides IT support to Henry Art Gallery staff. This position is expected to demonstrate strong technical aptitude necessary to cope with rapidly changing technology, and work productively with minimal supervision. The position requires someone who is a team player, self-directed with the ability to thrive in a changing environment and has a desire to help people solve their technology issues. Good communication and some leadership skills are essential in this role.

### COMMITMENT TO EQUITY

The Henry acknowledges the historical structures and social dynamics that have continuously oppressed communities of color and we acknowledge our part in institutional racism. We also acknowledge that we are situated on the land of the Coast Salish peoples.

We are actively committed to racial equity and to building a strong foundation of inclusivity and awareness in all we do. We value discourse that brings forward voices and positions that have been – and continue to be – oppressed. We do not tolerate hate speech or actions.

We recognize that we are in the process of embodying these values across our exhibitions, programs, and operations; this is our ongoing work.

The Henry Art Gallery is a part of the University of Washington. For more information about race and equity at the UW, see [washington.edu/raceequity](http://washington.edu/raceequity).

**STATUS:** Henry Gallery Association Employee; Non-Exempt; Temporary

**REPORTS TO:** Systems Administrator

**PAY:** Starting rate of \$25 per hour

**SCHEDULE:** Variable, 36 hours per week. Must be available to work some evenings and weekends

### ESSENTIAL FUNCTIONS:

- User Support Technician Responsibilities: Resolve all issues experienced by computer users in a timely manner
- Ensure that all users can work productively

- Receive helpdesk calls and resolve questions and issues via telephone, remote video support, email and/or in-person
- Support Windows & Mac desktops, laptops, printers, and iPads in-person and remotely
- Responsible for desktop and laptop computer software installs and upgrades
- Performs other duties as assigned

#### REQUIRED SKILLS

- 2 or more years of experience in supporting Windows 10, Windows 7 and MacOS operating systems in a Windows Domain environment
- 2 or more years of experience in supporting Microsoft Office 2007, 2010, 2016, 365 Pro
- 2 or more years of experience in supporting Dell and Apple Desktops, Laptops, and iPads
- Experience in supporting HP and Ricoh Printers
- Experience in supporting VPN and Remote Desktop connectivity
- Experience in supporting projector systems and hybrid video conference rooms
- Strong analysis, troubleshooting and problem-solving skills
- Strong understanding of Information Technology tools and concepts
- Strong interpersonal and communication skills working with technical and nontechnical personnel at various levels in the organization
- Excellent problem solver with a collaborative customer service attitude
- Ability to quickly learn new technologies and adapt to new situations
- Ability to handle and correctly prioritize multiple concurrent problems
- Ability to work well both independently and as a team
- Ability to work well under stress

#### DESIRED SKILLS:

- IT Certifications useful but not required; work experience is more valuable
- Experience in Blackbaud Raiser's Edge, Blackbaud Financial Edge, Axiell Mimsy, NCR Counterpoint, Adobe Creative Cloud Applications, Adobe Acrobat, Adobe Premier, Adobe Lightroom, Zoom, Sketch Up Pro, TrendMicro Anti-Virus, Corel PDF Fusion, BrightSign Bright Author, Epson and Fujitsu scanners, Malwarebytes, TrendMicro Hosted Email Security, PaperSave Workflow Queue Explorer, Papersave Clients for Blackbaud products, Tableau are helpful

**Diverse backgrounds make us stronger. We highly encourage Black, Indigenous, People of Color, LGBTQ+, and individuals of all abilities to apply.**

To apply, please send a cover letter and resume, in one document (pdf preferred), to [jobs@henryart.org](mailto:jobs@henryart.org). No phone calls, please. Applications received by 10/22/21 will receive priority consideration.