



Portland Japanese Garden seeks Full-Time I.T. Specialist

Position Overview

The IT Specialist is responsible for coordinating the day-to-day and long-term use and maintenance of all Garden software, computer-related hardware, telephones, and security systems. This position will work directly with our Managed I.T. Service Provider (Direct One) who maintain our servers and backups, and provide overall, higher-level contracted I.T. expertise as needed. The I.T. Specialist reports to the Director of Facilities.

Primary Duties

- Maintain and update all work stations, and provide technical support for all departments
- Serve as the primary on-site contact for troubleshooting of I.T., POS (point-of-sale), telephone system, and security systems
- Troubleshoot and perform software updates as needed
- Liaise with all software and service providers including I.T., phone, security, and POS
- Understand function and integration of each software system
- Maintain security systems, including upgrades
- Assist in the creation and management of the annual technology budget
- Other duties as assigned

Other Responsibilities

- Familiarize oneself with the organization and the Employee Handbook
- Get to know fellow staff members, developing trust, establishing credibility, encouraging teamwork, and creating an atmosphere of open, honest, two-way communication
- Maintain a high level of professionalism in manner and appearance
- Adhere to Garden dress code

Qualifications

- Tech savvy with thorough knowledge of computers and varied software programs
- Basic understanding of phone and security systems
- Attention to detail and good time management skills
- Ability to remain flexible with shifting priorities
- Maintain confidentiality of sensitive information
- Proficient with Microsoft Office 365 Suite
- A minimum of 2 years in a tech support role, or any equivalent combination of education and experience

Special Requirements

- Must be able to move between the Garden and Administrative Office as needed
- Must be able to lift 25 lbs somewhat regularly, up to 40 lbs on occasion

Compensation

- Wage: \$16.00 per hour
- This is a full-time, hourly position with 35-40 hours per week. Shifts are typically 8 hours (plus ½ hour lunch), 8:00am to 4:30pm. This position will include weekend shifts (Saturday and Sunday) and occasional overtime.
- Benefits: health, dental, and vision insurance (premium 100% covered for employees); 401k plan (after 1 year of service, with 4% employer match); paid vacation, sick, and holiday time.

Applications

To apply, please email a resume, cover letter, and three work-related references to humanresources@japanesegarden.org, with "IT Specialist" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by **Friday, January 25th, 2019**.

All submitted applications will be held in confidence.

Organization Overview

The Portland Japanese Garden is renowned as the most authentic and finest Japanese garden outside of Japan. The Garden has a year-round staff of 85+ FTE's and 30+ seasonal staff, supplemented by over 200 volunteers. All our staff play a vital role in helping our visitors experience the beauty and tranquility of the garden and expand their understanding of Japanese culture.

A few of the benefits our employees enjoy include:

- Working at a beautiful, authentic Japanese garden, overlooking the city
- Incentives for alternative transportation for your commute to work
- A workplace culture that prioritizes hiring and promoting from within
- Access to the Garden for you, your family, and your friends
- The opportunity to attend a variety of cultural events
- Reciprocal access to other area attractions, such as the Lan Su Chinese Garden, Portland Art Museum, and the Oregon Zoo

The Portland Japanese Garden is proud to be an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We recruit, employ, train, compensate, and promote without regard to race, color, national origin, creed, religion, sex, gender identity, sexual orientation, marital status, parental status, disability, age, veteran status, or any other status protected by law.