



## INFORMATION TECHNOLOGY SUPPORT JOB DESCRIPTION

**Department:** Information technology  
**FLSA Status:** Non-exempt  
**Work Location:** Primarily onsite, with some remote work  
**FT/PT:** Part time, 10-15 hours/week  
**Last Revision Date:** 11/4/2022

**The Organization:** The Detroit Symphony Orchestra (DSO) is known internationally for trailblazing performances, collaborations with the world's foremost musical artists, and a deep commitment to serving our community. Making its home in historic Orchestra Hall at the Max M. and Marjorie S. Fisher Music Center, the DSO actively pursues its vision to be an inclusive and culturally relevant community where all people can experience their world through music.

The DSO is a complex organization. Operating 365 days per year in historic Orchestra Hall, one of America's most acoustically perfect concert halls, we are a performing arts institution, an educational facility, and a community center. We are governed by an independent Board of Directors and employ both union and non-union employees as musicians, stage crew, and administrative staff. Creating a unified culture throughout the institution is an organizational imperative, and we are guided by our values of *excellence, diversity, resilience, collaboration, and innovation.*

The DSO's commitment to diversity, equity, and inclusion is paramount to who we are; we work to create an environment where all employees are seen, valued, and supported to enable their best every day. This is essential as we pursue our mission to impact lives through unforgettable musical experiences by sustaining a world class orchestra for the city of Detroit and the global community.

The DSO offers a unique, fast-paced working environment, an excellent overall compensation package, and is an Equal Opportunity Employer. For more information visit [www.dso.org](http://www.dso.org).

**Position Summary:** The Information Technology Support position provides direct technical assistance and support to DSO IT staff for network, hardware, and software issues. Duties include installing and maintaining computer systems including software and hardware on desktops and laptops, resolving Internet and network access issues, providing network printer support, meeting with staff to provide one-on-one technical assistance as needed/requested, providing training to staff on software and hardware use, determining causes of computer/software/network malfunctions and resolution.

### **Specific Duties and Responsibilities:**

- Respond to user requests for service, troubleshoot problems and help develop solutions
- Support PC hardware components, desktop operating system, and application software
- Record activities, solutions and other responses to request for service
- Assist in maintaining inventory records and documentation for equipment
- Provide user training for basic hardware and software use
- Maintains open communication and positive working relationship with staff
- Perform other duties/projects as assigned

**Required Qualifications:**

- Excellent customer service, interpersonal skills, and communication skills, including the ability to communicate technical information to nontechnical users
- Experience with MS Windows and MS Office in a technical support environment.
- Solid troubleshooting skills and the ability to resolve hardware and software problems
- Able to read and follow directions and work with limited supervision
- Ability to act independently, take initiative, and meet changing priorities
- Successful experience working in, and contributing to, a collaborative, team environment

**Desired Qualifications:**

- 6 months paid or volunteer experience with computer desktop support in a networked environment
- 2 years of college/trade school education in business, communications or computer related field preferred
- Demonstrated experience and investment in issues of diversity, equity, and inclusion

**Physical Requirements:**

	Seldom 5% - 25%	Occasionally 26% - 50%	Periodically 51% - 75%	Frequently 76% - 100%
Standing			x	
Walking			x	
Prolonged Sitting			x	
Lifting/carrying up to 10 lbs.				x
Lifting/carrying 10 - 25 lbs.			x	
Lifting/carrying 26 - 50 lbs.	x			
Lifting/carrying more than 50 lbs.	x			
Pushing/Pulling			x	
Climbing		x		
Stooping/Kneeling/Crouching/ Crawling			x	
Reaching			x	
Manual dexterity				x
Driving a Motorized Vehicle	x			
Repetitive Motions				x

**Primary Reporting Responsibility:** Director of Information Technology**Supervision Provided:** None*The DSO recommends all employees be vaccinated and boosted against COVID-19.*