

ITS TECHNICAL SUPPORT

Crazy Horse Memorial in the Black Hills of South Dakota is currently searching for a Full-Time **Technical Support Technician**. This position will provide various levels of technical support to Crazy Horse Memorial Foundation and its Indian University of North America and Museums, and to the Memorial's concessioner Korczak's Heritage INC.

Responsibilities Include providing excellent customer service and timely end user support to assist in the coordination and scheduling of PC Refresh & Deployments. The Tech Support will assist in troubleshooting computer systems, hardware, and software, tracking of Operational System Security procedures and practices, telephone inventory, replacement and new installations, audio/video setup for functions and special events, and the operation and maintenance of the laser light show venue. Legends in Light showing nightly during the summer season.

The successful candidate will know and comply with the organization's software license agreements and policies and procedures of the organization. The Tech Support will keep the Manager of Information Technology and the Tech Support Specialist informed of issues and on the status of assigned projects and request guidance or assistance as needed.

Must have experience in desktop support and implementation, printer troubleshooting, installation and support, and basic network troubleshooting. He/she must have the ability to support simultaneous projects and possess excellent interpersonal skills, including written and oral communications. Preferred Certifications include A+, Network, and Security.

Evening and weekend work required.

This position includes Medical, Dental and Vision benefits, paid time off, paid holidays, retirement plan, and the opportunity to be a part of history-in-the-making.

Qualified candidates should submit cover letter, resume and three professional references to:

hr@crazyhorse.org

Apply on line at <https://crazyhorsememorial.org/dream/employment/open-positions/> or mail cover letter, resume and references to:

Crazy Horse Memorial Foundation
Attn: Human Resources
12151 Avenue of the Chiefs
Crazy Horse, SD 57730-8900