



IT SUPPORT TECHNICIAN A Seasonal Position

For

Delaware North Parks & Resorts at Yellowstone LLC
YELLOWSTONE GENERAL STORES
Yellowstone National Park

The Seasonal IT Support Technician installs and maintains new and existing hardware and software in a fast-paced retail operation. This position will assist in supporting twelve retail outlets, warehousing operations and corporate business office activities in wonder-filled Yellowstone National Park.

The successful candidate will be responsible for assisting the Senior Network Engineer to oversee the effective and efficient daily operations of the hardware and software used in our retail units. This is an excellent opportunity to receive hands on experience under the guidance of an extremely knowledgeable supervisor. Experience in the following areas will be evaluated:

- Operational experience with LAN/WAN systems, servers, clients and software
- Windows Domain and Workgroup structures with DHCP/static TCP/IP, DNS, Proxies, RAS
- Installation, configuration and maintenance of Win2k Pro/XP Pro in an Enterprise environment
- 10/100/1000Mb Ethernet, T1/Fractional Frame Relay, Cisco Routers/Switches and WLANs
- Installation, configuration and maintenance of Point-of-Sale (POS) Workstations & Peripherals
- Installation, upgrade and training utilizing enterprise software and varied peripheral systems
- Assist in access control and security of Internet/Intranet electronic information and services
- Assist in the coordination and control of electronic information storage, backup, and retrieval
- Troubleshooting, maintenance, diagnostics and repair of servers, clients, printers & peripherals
- Familiarity/operational experience with Cisco 79xx Series VoIP Telephony & POE is a plus
- Software experience using Retail Pro V.8xx, Novell GroupWise, Kronos (TimeClock) preferred

The successful candidate will have a tremendous opportunity for work experience that will allow them to further their field experience with a variety of hardware and software applications.

The Seasonal IT Support Technician reports directly to the Senior Network Engineer. Hours may vary due to specific operational needs in this exciting seven days/week operation in the heart of Yellowstone Country. If the candidate proves themselves to be a valued employee this position may lead to a full time position with the company.

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