JOB TITLE:	#1230 Workstation Support Lead
OPEN TO:	This job is open to all applicants.
LOCATION:	History Center, 345 Kellogg Boulevard West, St. Paul, MN 55102-1906
SALARY:	$4,302.00 monthly minimum
STATUS & HOURS:	Full-time, regular (2,088 annual hours) position.
CLASSIFICATION:	ITS 03
HIRING MANAGER:	Technical Services Manager
POSTING DATE:	October 1, 2015
DEADLINE DATE:	Application materials must be received by October 15, 2015.
SUPPLEMENTAL FORMS:	Not required for this position.

DESCRIPTION: The Minnesota Historical Society (MNHS) seeks applicants for a Workstation Support Lead to serve as help desk lead and provide basic work direction to analysts working on help desk requests.

RESPONSIBILITIES: 1) serve as Microsoft Windows and Macintosh computer help desk staff and as hardware and software setup/configuration resource, including technical and operational support for new hardware on network and to individual user desks; 2) function as help desk lead for staff; assign work and provide work direction to workstation support analysts; 3) serve as lead help desk application software maintenance and software monitoring person; 4) work as a team member for help desk projects that are needed by the entire Society; work on business application setup and configuration; and 5) provide training on new hardware or software, project management and department procedures.

MINIMUM QUALIFICATIONS:
- Bachelor's degree in computer science, MIS, business or a related area plus five years of job-related experience or equivalent OR advanced degree/certifications plus three years job-related experience or equivalent.
- Problem-solving skills, human relations skills, and maintenance of close and effective working relationships with program user groups and functional areas.
- Demonstrated technical knowledge of personal computers and networking capabilities.
- Knowledge of maintenance of desktop equipment and services, such as personal computers, monitors, printers, scanners, modems, and other desktop peripherals.
- Demonstrated ability to troubleshoot problems and make repairs and changes as necessary in determining a solution.
- Demonstrated ability to support PC hardware and printers, from older models to the latest equipment.
- Knowledge of network operations, support staff and vendors.
- Knowledge of how to install and support various network software applications is required. These applications include: Google applications, Microsoft 2007 workstation operating system and Office 2007 Professional.
- Demonstrated ability to provide administrative support for Google e-mail on the network.
- Demonstrated ability to communicate and establish and maintain positive interpersonal contacts to serve effectively in the technical support functions for all levels of personnel.

DESIRABLE QUALIFICATIONS:
- Experience in participation of review and development of Society computer hardware and software needs.

TO APPLY: Submit *MNHS Application for Employment*, (available at www.mnhs.org/jobs), cover letter, resume, and if applicable, any supplemental forms. Application materials must be complete and received by the application deadline date in order to be considered by one of the methods below:

Attn: [Fill in Job Title] **Minnesota Historical Society** **345 Kellogg Boulevard West** **St. Paul, MN 55102-1906**	**Attn:** [Fill in Job Title] **Email:humanresources@mnhs.org**	**Attn:** [Fill in Job Title] **Fax: 651-297-3343**

Incomplete application materials will be returned. If submitting materials for more than one position, you must provide *MNHS Application for Employment*, cover letter, and resume for each position. Applicants who are offered employment will be subject to passing a background check as a condition of employment.   EEO

Applications will be acknowledged

- No phone calls please -