



Smithsonian Institution

**Position & Candidate  
Specification**

**Career Opportunity  
This is not a Federal Position**

We are currently accepting applications to fill the following vacancy:

**Endpoint Systems Support Specialist  
Announcement Number: SE-25-0131  
Number of Vacancies: One**

**OPEN DATE:** April 23, 2025  
**CLOSING DATE:** May 7, 2025  
**PAY BAND:** H-J  
**SALARY RANGE:** Up to \$81,000 (Commensurate with Experience)  
**POSITION TYPE:** Trust Fund  
**APPOINTMENT TYPE:** Indefinite  
**SCHEDULE:** Full time  
**DUTY LOCATION:** Washington, DC

**Position Sensitivity and Risk:** Non-sensitive (NS)/Low Risk

**Open to all qualified applicants**

**What are Trust Fund Positions?**

Trust Fund positions are unique to the Smithsonian. They are paid for from a variety of sources, including the Smithsonian endowment, revenue from our business activities, donations, grants and contracts. Trust employees are not part of the civil service, nor does trust fund employment lead to Federal status. The salary ranges for trust positions are generally the same as for federal positions and in many cases trust and federal employees work side by side. Trust employees have their own benefit program and may include Health, Dental & Vision Insurance, Life Insurance, Transit/Commuter Benefits, Accidental Death and Dismemberment Insurance, Annual and Sick Leave, Family Friendly Leave, 403b Retirement Plan, Discounts for Smithsonian Memberships, Museum Stores and Restaurants, Credit Union, Smithsonian Early Enrichment Center (Child Care), Flexible Spending Account (Health & Dependent Care).

**CONDITIONS OF EMPLOYMENT**

- Pass Pre-employment Background Check and Subsequent Background Investigation
- Complete a Probationary Period
- Maintain a Bank Account for Direct Deposit/Electronic Transfer.
- The position is open to all candidates eligible to work in the United States. Proof of eligibility to work in the U.S. is not required to apply.
- Trust applicants must meet all qualification and eligibility requirements within 30 days of the closing date of this announcement.

**OVERVIEW**

The Endpoint Systems Support Specialist provides technical support and maintenance for computer systems and related equipment, focusing on devices used to access and interact with the organization's network and applications. This role involves troubleshooting hardware and software issues, installing and configuring devices, and ensuring systems are secure and up-to-date.

## **DUTIES AND RESPONSIBILITIES:**

- Provide technical assistance to users via face-to-face contact and the telephone on both PC, POS and Apple Macintosh systems including iOS hardware utilizing Office 365, OneDrive & Teams.
- Performs as a technical specialist and diagnostician responsible for troubleshooting, problem solving, and maintaining corporate desktops, Point of Sale (POS), and other retail systems.
- Technical manager for Microsoft Deployment Toolkit (MDT), the Windows Assessment and Deployment Kit (ADK), and Deployment Image Servicing and Management (DISM).
- Works with network administrators to administer and troubleshoot user accounts, and network mapped drives.
- Installs Operating systems including Windows 10/11, Macintosh OS X, iOS and Android. Loads and removes hardware and software driver updates and patches.
- Loads and supports specialty, mission critical applications for a variety of business operating within the Smithsonian Museums including by not limited to Microsoft Dynamics 365 Commerce, Finance & Operations, Supply Chain and other ERP systems, and Theater ticketing Systems (Provenue).
- Builds and configures new hardware as required. Uses and develops/updates standard desktop build documents and processes for configurations.
- Follows all SE and SI security guidelines for Domain, server, hardware and software administration, configuration, and support.
- Maintains logs of known issues and software and hardware updates.
- Administers client Anti-Virus applications and monitors systems for signs of malware infections. Takes appropriate steps to mitigate the effects of infection.
- Monitors software update process on POS, iOS devices, handhelds computers, desktop PC's and Mac's.
- Maintains proper help desk ticket cycle status by processing accurate and up-to-date logs and documentation for each ticket.
- Works with network support staff and assists in problem resolution.
- Manages and administers client-side Terminal Service/Citrix/VPN capabilities for remote access and administration.
- Provides on-call, off hours support on a rotation basis.
- Provides productive input and creative ideas in an IT, desktop/POS support team, working harmoniously with peers in different environments.
- Assists in providing specifications for new equipment. Builds new hardware configurations.
- Provides input for management requests for cost effective applications, hardware and reporting information systems.

**SPECIAL CONDITIONS OF EMPLOYMENT:** The candidate must possess or have the ability to obtain a motor vehicle operator's license; ability to lift up to 50 pounds; ability to crawl underneath furniture to install hardware if necessary; work in adverse environmental conditions; assist in off duty hours during job related emergencies; Subject to work any shifts, including Saturday, Sunday or holidays on a regular and recurring basis. This is an emergency-essential position.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **Education and Experience:**

Associate's degree (AAS from college or university in Computer Science, MIS or related field and/or 3-5 years related experience preferred; or equivalent combination of education and experience.

- Knowledgeable in the following operating systems: Windows 10/11 Pro/Server, Macintosh OS X and higher including 10.14, iOS and Android OS 13 and above.
- Knowledgeable of emerging trends in desktop administration, hardware configurations and communications support.

- In-depth knowledge of Microsoft Office 365 (Word, Excel, PowerPoint, Access, OneDrive & Teams), related Microsoft software.
- Ability to work with customers desktop using remote access tools
- Knowledgeable with TCP/IP networking protocol and connectivity testing.
- Knowledgeable or familiar with Cylance, MS Azure, MS Intune, Office 365, and wireless (802.11) applications including Wi-Fi adapter configuration and support for non-published SSIDs
- Knowledgeable with POS hardware including Toshiba, Zebra, and Verifone and POS peripherals including Zebra scanners, printers, and Epson printers. Experience with tokenization and P2PE a plus.
- Experience with Adyen payment processing platform a plus.
- Knowledgeable of PCI DSS requirements and guidelines to maintain secure systems and data integrity.
- Works well in a team environment (as well as having the ability to work independently with minimal instruction).
- Must be able to interact and effectively communicate with customers at all levels of an organization.
- Must be an advocate for user community and customer service oriented.
- Professional certifications including Microsoft Certified Professional and/or Apple Certified Help Desk Specialist a plus.
- Experience with Microsoft Dynamics 365 Commerce, and F&O, Supply Chain, Retail POS Hardware and Software systems preferred.
- Candidate must have the ability to quickly adapt to and thrive in a fast-paced, changing environment. Must possess and be able to follow and act on instructions via remote communications such as email, phone calls, etc. and follow through on all assigned tasks.
- Proven record of accomplishment in meeting schedules and deadlines using innovative problem-solving techniques, solid project management skills and time management skills.
- Supported Microsoft operating systems and products including general knowledge of Active Directory and Microsoft Exchange E-mail and Office 365 administration.
- Supported current Macintosh operating systems and products.
- Extensive PC hardware and software configuration experience.
- Knowledge of a wide range of computer techniques, requirements, methods, sources, and procedures to perform a variety of assignments for all departments within SE.
- Knowledge of technical systems design and data management and/or maintenance principles and techniques to evaluate approaches in recommending solutions to problems such as computer system updates and hardware refresh schedules.
- Ability to understand general MIS procedures and knowledge of duties, priorities, commitments, policies, and goals of the MIS department to follow up on program of the office.

Applicants, who wish to qualify based on education completed outside the United States, must be deemed equivalent to higher education programs of U.S. Institutions by an organization that specializes in the interpretation of foreign educational credentials. This documentation is the responsibility of the applicant and should be included as part of your application package.

Any false statement in your application may result in your application being rejected and may also result in termination after employment begins.

#### How To Apply:

<b>Please forward a resume, and cover letter to:</b>	<a href="mailto:SECareers@si.edu">SECareers@si.edu</a> Please include the position title in the subject line.
<p>Applications received on or before <b>May 7, 2025, 11:59pm (EST)</b> will be considered. Resumes should include a description of your paid and non-paid work experience that is related to this job; starting and ending dates of job (month and year).</p> <p>What To Expect Next: Once the vacancy announcement closes, a review of your resume will be made compared to the qualifications and experience as it applies to this job. After a review of applicant resume is complete, qualified candidates' résumés will be referred to the hiring manager.</p>	

Relocation expenses are not paid.

The Smithsonian Institution provides reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation should contact the point-of-contact listed in the “How To Apply” section above. Determinations on requests for reasonable accommodation will be made on a case-by-case basis. To learn more, please review the Smithsonian’s [Accommodation Procedures](#).

The Smithsonian offers a number of exceptional benefits to its employees who qualify. Benefits include:

Health, Dental & Vision Insurance, Life Insurance, Transit/Commuter Benefits, Accidental Death and Dismemberment Insurance, Annual and Sick Leave, Family Friendly Leave, 403b Retirement Plan, Discounts for Smithsonian Memberships, Museum Stores and Restaurants, Credit Union, Smithsonian Early Enrichment Center (Child Care), Flexible Spending Account (Health & Dependent Care)

The Smithsonian Institution is an **Equal Opportunity Employer**. See Smithsonian EEO program information: [www.si.edu/oeema](http://www.si.edu/oeema).

[https://www.si.edu/ohr/jobs\\_public/trust-eeo/jr/se-25-0131](https://www.si.edu/ohr/jobs_public/trust-eeo/jr/se-25-0131)

## YOUR PRIVACY IS PROTECTED

### Trust Applicants Demographic Form

Thank you for your interest in the Smithsonian Institution and this Trust Hiring position. The Smithsonian is requesting your response to this optional equal opportunity survey. The information is used to determine if our equal opportunity efforts are reaching all segments of the population that is consistent with Federal equal employment opportunity laws. Your responses will not be shown to the panel rating the applications, to the selecting/hiring official, or anyone else who can affect your application in the hiring process. This form will not be shared with the hiring official or placed in your official personnel file should you be hired.

The aggregate information collected will be kept private to the extent permitted by law. No personally identifiable information will be requested on the form and the information collected will not be attributable to you. Please complete the optional Trust Applicants Demographic Form here:

[https://www.si.edu/ohr/jobs\\_public/trust-eeo/jr/se-25-0131](https://www.si.edu/ohr/jobs_public/trust-eeo/jr/se-25-0131)