



I.T. Technician

Job Description

DEPARTMENT: Information Technology
REPORTS TO: Information Technology Manager
DATE APPROVED: 9.2026

FLSA STATUS: Non-Exempt
STATUS: FTS
APPROVED BY: Manager

ABOUT THE SUMMIT AT SNOQUALMIE

The Summit at Snoqualmie is the Pacific Northwest's premier multi mountain ski resort, located 47 miles east of Seattle at Snoqualmie Pass. The property spans five base areas and 20 chairlifts across Summit West, Summit Central, Summit East, and Alpentel within the Mt. Baker-Snoqualmie National Forest. A four-season operating model includes a mountain bike park and one of the most accessible ski destinations in North America.

The Summit at Snoqualmie is proud to be part of the Boyne Resorts family of resorts. Boyne Resorts is the largest family owned, independent mountain resort company in North America, guided by five core values: Serve First, Developing Great People, Attitude is Everything, Long Term Thinking, and Excellence in Execution.

POSITION SUMMARY

As a Summit I.T. Technician you will play a vital role in maintaining the company's I.T. infrastructure, resolving technical issues, and providing reliable support to our employees. Your contribution will be critical in ensuring smooth operations and enabling our teams to maximize their productivity. You will have the opportunity to work in a dynamic and collaborative environment, interacting with individuals from various departments and levels within the organization.

HOW YOU WILL LEAD: BOYNE L.E.A.D.S. VALUES

The following statements are intended as general illustrations of the work in this classification and are not all-inclusive of the specific position.

1. Long Term Thinking:

- Applicants who are in the process of gaining education or equivalent work experience. Relevant certifications (e.g., CompTIA A+, Microsoft Certified Professional).
- Ability to prioritize and manage multiple tasks while adhering to deadlines.

2. Excellence in Execution:

- Install, configure, and update software applications, operating systems, and device drivers.
- Proficiency in troubleshooting hardware and software issues on various operating systems (Windows, macOS, Linux, etc.).

3. Attitude is Everything:

- You will consistently promote Boyne Resorts core values of L.E.A.D. with all approaches and all undertakings.
- Customer-oriented mindset, with a focus on delivering exceptional service to end-users.
- Educate and guide users on best practices for data security and efficient utilization of IT resources.



4. **Develop Great People:**

- At the core, your role is about nurturing connections with people. Composure and an engaging, empathetic communication style will be key to achieving organizational goals
- Excellent communication and interpersonal skills, with the ability to explain technical concepts clearly and understandably.

5. **Serve First:**

- Strong problem-solving skills and the ability to work independently or collaboratively to resolve issues efficiently.
- Provide timely and effective technical support to end-users via various channels such as help desk, in-person, phone, email, or remote assistance tools.

QUALIFICATIONS

Required

- We are looking for a person with a high technical aptitude, who is self-motivated, willing to learn and willing to work flexible hours. Familiarity with Active Directory, Microsoft Exchange, and cloud-based collaboration tools (e.g., Office 365, Google Workspace). Ability to troubleshoot and resolve hardware and software-related issues for desktops, laptops, printers, POS and other peripheral devices. Physical layer installation experience (cabling).

Preferred

- A Degree in Computer Science, Information Technology, or related field, preferred but not required. Experience with POS system operation and administration preferred. Knowledge of networking concepts (TCP/IP, DNS, DHCP) and experience with network troubleshooting tools. Additionally, Cisco experience will be a plus.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit and use hands to finger, handle, or feel objects, tools, or controls. The employee is frequently required to walk, talk and hear. The employee must often lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision. The employee will be required to use light power tools such as saws and drill, hand tools such as screwdrivers and wrenches as well as specific tools such punch downs and network test meters or telephony tone modules.

WORK ENVIRONMENT

We work all four seasons, indoors and out, in the rain and snow, some office work, a lot of on-site front line work interfacing with Summit employees while they serve the guests. We are all over the resort, in lodges, in offices, at the top of the lifts, both guest and employee areas.

Team members work in a variety of conditions, which include but are not limited to: Rain, Snow, Freezing Temperatures, Wind, variable snow conditions (powder, sticky, slushy, icy, etc.), slippery conditions, uneven surfaces.



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. The Summit at Snoqualmie will provide reasonable accommodations to qualified persons with known disabilities to allow an individual to perform the essential functions of his or her job, as required by law. If you believe you require reasonable accommodation you should let your supervisor or human resources representative know as soon as possible.

ABOUT BOYNE RESORTS

Boyne Resorts is the largest family owned, independent mountain resort company in North America, operating 13 destinations from Vancouver, BC to Maine. Founded in 1948, Boyne's culture is built on long term thinking, deep investment in people, and a belief that each resort has its own character and community worth protecting.

HOW TO APPLY

Submit a resume and cover letter to through job posting on <https://www.summitatsnoqualmie.com/> . Applications are reviewed on a rolling basis. Internal and external candidates are welcome to apply.

EQUAL OPPORTUNITY EMPLOYER

Research shows that women and other underrepresented and historically marginalized groups tend to apply only when they check every box for the qualifications and desired experience in a job posting. If you are reading this and hesitating to apply for that reason, we encourage you to go for it! A true passion and excitement for making an impact is just as important as work experience.

Summit at Snoqualmie is an equal opportunity employer committed to providing equal employment opportunities to all qualified individuals. We affirm the rights of all employees and applicants for employment to be protected from discrimination, harassment, and retaliation based on race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, gender expression or identity, age, religion, disability, genetic information, marital status, citizenship or immigration status (all employees must be authorized to work in the United States), or any other status protected by applicable federal, state, or local law.

We are committed to providing reasonable accommodation to qualified individuals with disabilities and for religious observances in accordance with applicable law. Please contact summithr@summit90.com to request accommodations during the application process.