Indianapolis Cultural Trail, Inc
Pacers Bikeshare Operations Station Technician
Indianapolis, IN

Organization Description

The eight mile Indianapolis Cultural Trail: A Legacy of Gene and Marilyn Glick is an internationally recognized linear park that seamlessly connects cultural districts, neighborhoods, and destinations while also serving as the downtown hub for the city's greenway network. The Cultural Trail will open an additional two miles in 2024 and has become the way by which most people experience downtown Indianapolis and is managed and operated by Indianapolis Cultural Trail Inc., a 501(c)3 non-profit organization.

Indianapolis Cultural Trail Inc. (ICT) is a team of motivated and enthusiastic individuals who take great pride in what we do with and for the community. We have a flexible work environment and encourage big ideas and creative thinking. We work with volunteers and community partners to help carry out our mission and are grateful for generous contributions from donors to ensure the Trail is beautiful and accessible for everyone.

Job Description

The Kiosk Operations Technician oversees and maintains the outdoor assets of Pacers Bikeshare and any related technologies and resources. Pacers Bikeshare includes 54 stations with around 870 docks, with plans to expand and grow. This role ensures these resources' proper functioning and aesthetic quality to provide the highest possible customer experience for bikeshare riders. This is a part-time, hourly, non-exempt position for 20-30 hours per week from April through October, and reports to the Program Director of Pacers Bikeshare.

Work Environment

This position is both public-facing and hands-on. The work is mainly outdoors and is largely self-directed. The typical work week is Monday through Friday during normal business hours, with occasional after-hours and weekend work.

Essential Duties

- Desire to be part of a team-oriented organization that values people, innovation, teamwork, and public good.
- Perform maintenance, cleaning, troubleshooting, and repair on bikeshare stations including:
    - PCs, touchscreens, PCB boards, mechanical switches, and electrical systems.
    - Graffiti and sticker removal.
    - Signage changes, including application and removal of decals.
- Station battery health tracking and rotation.
- Moving stations involving operation of light to heavy tools.
- Maintaining the inventory of parts and tools required for station operations.

Other Duties

- From time to time there may be other opportunities important for the role and organization but are not specifically listed in essential duties
- Engage with volunteers and organizational partners
- Perform bike share customer service and balancing if needed
- Assist with bike builds when new bikes are purchased

- Be a public ambassador for the Indianapolis Cultural Trail: A Legacy of Gene and Marilyn Glick and our programs

Required
- Must be able to lift 50lbs repeatedly.
- Willingness to work in all weather conditions.
- Competent with computers, experience with GSuite preferred.
- Basic wiring and soldering skills or the ability to learn them.
- Able to operate heavy tools such as angle grinders or hammer drills, or the willingness to learn to do so.
- Ability to ride a bicycle or learn.
- Must possess and maintain a valid driver's license and have a clean driving record

Preferred
- Prior experience in the repair of electronics, computers, and mechanical equipment.
- Basic understanding of computer and electrical systems and components.
- Ability to communicate effectively at all levels; must enjoy and feel comfortable interacting and working near the general public, in a safe and friendly manner, answering questions
- Ability to coordinate a variety of unrelated functions and handle multiple projects concurrently.
- Comfortable driving larger vehicles such as box trucks.

Compensation
$20 - $22 dependent on experience

Benefits
ICT offers a variety of benefits, including health, dental and vision insurance, a retirement plan and employer match, flexible work environment, company-paid holidays, and paid time off. A full benefits package will be included upon request or during the interview process.

To Apply
Qualified applicants should send a resume and letter of interest to jobs@indycuturaltrail.org, or

Pacers Bikeshare Program Director
Indianapolis Cultural Trail, Inc
132 W. Walnut Street,
Indianapolis IN 46204

If submitting via email, please list "Station Operations Technician" in the subject line. **Applications will be accepted through May 15th** or until the position is filled.

Indianapolis Cultural Trail Inc is committed to diversity among our staff and is an equal opportunity employer. ICT participates in E-Verify. Offers of employment are contingent upon a background check including the sexual offender registry as ICT employees regularly engage with the public.