

## **IT SUPPORT SERVICES TECHNICIAN**

**SUMMARY:** As part of our IT Technical Support team, the IT Support Service Technician will provide computer support and service to our 400+ employees and vendor partners while also participating as part of an event coverage team that provides the quality technical expertise and troubleshooting skills necessary to keep our events and internal meetings running smoothly.

**ESSENTIAL DUTIES & RESPONSIBILITIES:** The Authority's IT Support Services Manager may designate various other activities. *The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time for any reason, including reasonable.*

### **Employee and Vendor Partner Support**

- Deploy new and rebuilt desktop and laptop computers using current processes and procedures, including disk imaging technologies, to install latest versions of computer operating systems and application software. May include custom applications proprietary to MCCA.
- Manage daily IT Support technical service requests using BMC ticketing system. Requires ability to analyze and assess reported problems and determine which person or workgroup is best suited to handle this service assignment.
- Answer phone calls to our IT Support Services (ITSS) hotline and assess whether reported problem can be handled over the phone, needs escalation for additional service or should be assigned to another person or workgroup. Technician will then take the appropriate action.
- Provide face to face technical support to MCCA computer users in their work locations and general work areas based on assigned Support tickets and phone escalations. Technician will use demonstrated troubleshooting skills to repair problems related to computer hardware, application software, network and Internet connectivity, printing, copying, faxing, scanning and other problems with MCCA issued computer devices as required.
- Configure, deploy and maintain all MCCA issued mobile devices using demonstrated experience and current processes and procedures. Devices include iPhones, iPads, mini-laptops and Windows tablets.
- Assist new employees with on-boarding and orientation services including brief tutorials on MCCA issued hardware, software, email and printing.
- Assist IT Assets Manager with inventory control of all MCCA issued IT assets (hardware, software, etc. ) including asset assignment /ownership audits.
- Participate in manager –directed special assignments such as office equipment /computer moves, support visits to other MCCA facilities and department-wide computer upgrades.
- Use demonstrated abilities to resolve all assigned tasks but if additional assistance is needed they will discuss escalation options with a senior IT Support Services staff member.

### **Event and Internal Meeting Support**

- Provide technical support services to Event Client Managers, Coordinators, Convention Floor Exhibitors and Internal Meeting Organizers at the direction of MCCA Exhibitor Services staff and/or the MCCA Event Manager assigned to the particular event or internal meeting you are covering.
- Monitor 2-way radio communication as the primary communication device between MCCA event coverage staff. Radio contact with Electricians, Network Engineers, Tech Reps, Service Desk, etc is mandatory at all times during the assigned event or internal meeting hours.
- Use available database tools to research and create a comprehensive package of event reference notes to be used in quickly identifying event and internal meeting coverage situations. Examples include but are not limited to identifying internal meeting locations and equipment needs, convention hall /event floor plan layouts and event/ exhibitor booth technology requirements including IP address assignments.
- Provide IP address assignments to event clients and exhibitors as needed or as directed by Exhibitor Services staff and/or MCCA Event Manager.
- Assist Event Clients and Exhibitors with limited private device configuration when requested by Exhibitor Services and/or MCCA Event Manager in order to get user devices working correctly with our supplied network / Internet services. Technician will show the users what to do, not do it for them.
- Troubleshoot network and Internet connectivity using demonstrated experience within a mixed static/dynamic (DHCP) TCP-IP environment where needed or as directed by Exhibitor Services staff and/or MCCA Event Manager. Provide static IP address assignments to users upon radio request from Exhibitor Services.
- Configure and deploy special equipment for event Survey Desk and Transportation Desk when required. Refer to Event Notes package to determine when these desks are needed, how to configure them and where they should be setup on the event floor. Technician will also retrieve and store this equipment once event has ended.
- Assist any MCCA event support staff member when requested by radio call.
- Interact with event clients, exhibitors and attendees in a courteous and professional manner demonstrating a willingness to provide them assistance with whatever is warranted.

**SUPERVISION RECEIVED:** Supervision is provided by the IT Support Services Manager and includes training, coaching, and performance evaluations.

**EDUCATION/EXPERIENCE:** BS/BA in Computer Sciences or the equivalent in Technical Computer Training and 2/3 years working with TCP/IP, PC desktop hardware and Microsoft Operating Systems is required.

- The candidate must be proficient in MS Active Directory, Windows, and XP.
- The candidate must demonstrate an understanding of MCCA Information Technology goals and be prepared to actively participate in their realization. Microsoft Certification desired

**WORK SCHEDULE:** The work schedule for this position typically fluctuates based upon the needs of a particular event or project, which would require the ability to work a flexible schedule including late nights, early mornings, long days, weekends and holidays. Travel to other MCCA facilities may be required.

**To apply online please visit**

[https://workforcenow.adp.com/mdf/recruitment/recruitment.html?cid=b24dd43e-0d64-44ab-ba20-a3f8e7cf60be&jobId=147189&lang=en\\_US&source=CC3&cId=19000101\\_000001](https://workforcenow.adp.com/mdf/recruitment/recruitment.html?cid=b24dd43e-0d64-44ab-ba20-a3f8e7cf60be&jobId=147189&lang=en_US&source=CC3&cId=19000101_000001)

