



IT SUPPORT SERVICE TECHNICIAN

SUMMARY

Within the event/hospitality industry, the Massachusetts Convention Center is renowned as being a leader in technology. The Center offers exclusive technical services to clients including wired and wireless (Wi-Fi) services; network support (including design and on-site support to assist clients during events); voice support (including analog and digital services); and digital signage services. As part of the IT Technical Support Team you would be providing IT services to external clients during the convention shows, as well as support and service to about 400 employees who serve our two event facilities BCEC and John Hynes.

ESSENTIAL DUTIES AND RESPONSIBILITIES: the Authority's the 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 accommodation.*

Internal Support

- Each IT Technical Support Services technician is a single point of contact to support users of MCCA with IT issues.
- Evaluate, prioritize and resolve incoming user problems and requests.
- When the IT Technical Support Services technician cannot resolve the problem, escalate the issue to the IT Technical Support Services Team Lead or escalate to the IT Service Desk manager if needed.
- Installs and configures operating systems such as Windows 2007, XP and WIN7
- Installs Microsoft Office programs, MCCA Business applications as well as other software packages as necessary, including anti-virus software, and all upgrades.
- Responsible for managing day-to-day help desk tickets including oversight of high priority problem escalation and resolution.
- Provide IT and Service Desk support installing, troubleshooting and configuring computer hardware, printers, copiers and network infrastructure.
- Provide support in the installation of application software.
- Ensure the proper day to day operations of MCCA pc's
- Perform installation, configuration, upgrades and basic repairs to MCCA PCs, Macs, printers, laptops, monitors, handheld devices, scanners and other related equipment.
- Installs, modifies, maintains, upgrades and makes minor repairs to MCCA hardware and software systems.
- Install, configure and troubleshoot supported operating systems and software on MCCA owned communications devices.
- Diagnoses and troubleshoots system hardware and software malfunctions and recommends or performs remedial action necessary to correct the problem.
- Are responsible for assisting all customers with their questions about any of our supported software and computing platforms to the best of his/her ability, in a professional and courteous manner.
- Document calls, projects, and tasks in to BMC Incident ticket system.
- Assists the IT Procurement team member in the website research to gather technical information and prices on supplies and equipment when needed.
- Assists the IT Procurement team member with coordinating onsite services calls for equipment installation and maintenance as needed.

- When needed assists the IT Procurement team member with packing and sending defective equipment to vendor and arrange replacement.
- Refers major hardware and software problems to the appropriate individual/department via a BMC Incident ticket system.
- Replaces defective or inadequate software and/or hardware.
- Responds to user inquiries concerning software, systems operation and infrastructure.
- Coordinates activities with network services, or other information systems groups. Assist in the resolution of anomalies in workstation performance that may be related to hardware, interfaces or software.
- Ability to install or removes hardware and / or software using supplied installation instructions and tools.
- Maintains documentation related to resolution of anomalies, computer and software inventories.
- Assist all users through indoctrination in the use of new workstations, application software or security policies.
- Ability to troubleshoot network printers.
- Ability to work well with others.
- Ability to adapt and maintain a positive attitude in an ever changing environment.
- Organizational skills with emphasis to perform follow-up.
- Previous help desk experience desired
- Ability to adapt and maintain a positive attitude in an ever changing environment.
- Excellent customer services skills, focused on service delivery and quality of work.
- Strong written and oral communication skills.
- Provide consultation support for problems associated with operator errors in use of new hardware and software.
- Configure workstations to comply with system security policies.
- Perform installation, configuration, upgrades and basic repairs to MCCA PCs, Macs, printers, laptops, monitors, handheld devices, scanners and other related equipment.
- Participate in Desktop projects such as office moves, office integration, OS deployment, Office 2010 deployment, new office setup and closings.
- Administer the department's workflow for creating, configuring and distributing equipment to new hires including communication with management regarding deliverables.
- Performs ad hoc reporting as requested
- Provides training on operational procedures
- A well-organized individual who is a team player., and can relate to people at all levels of an organization, possesses excellent communication skills, flexibility and is committed to the MCCA's Mission
- Monitors and oversees desktop support problems and resolutions to determine trouble trends

Show Support

- Responsible for assisting and troubleshooting customers with their technical needs for network connectivity consisting of IP information- DHCP and Static, and their hardware within the MCCA standards during an event in a professional and courteous manner.
- Deliver IP information sheets out to exhibitors in booths on show floor during a show. If Exhibitors are available- ask if they need assistance entering their IP addresses.
- The ability to work with our other I.T. teams during a show event such as tech reps, telephone techs, networking team and more to ensure customers have network connectivity during the event.
- Responsible to assisting attendees with basic mobile device questions on Wi-Fi.
- Responsible for retrieving their work from the Showbiz Service Dashboard.
- Responsible for 4 -5 pc setups and break down for MCCA service departments' setups – Exhibitor Desk, Survey Desk, Transportation Desk, Bureau Desk when needed for an event.
- The ability to work and assist or take direction from Show Event Manager when asked for technical assistance.

- To troubleshoot with a laptop the show connections-to test link/activity/cable patch.
- Will be required to use an MCCA radio during a show for all contact with other MCCA employees on show floor.
- Will be required to work weekends, nights, non-standard shift hours during the days on a rotational and need basis with the ability for overtime.

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 200X and XP and WIN 7. 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://home.eease.adp.com/recruit/?id=5843961>