

MIT Job Description

Job Title: IT Generalist 1	Position Title: Technology Support Consultant
Reports to: IT Service Delivery Manager	% Effort or Wkly Hrs: 100%
Department: Sloan Technology Services	Prepared by: Dan Alexander
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Position Overview:

As a member of the STS Service Desk, the Technology Support Consultant is responsible for ensuring the delivery of high-quality, cost effective support for technologies used by members of the Sloan community to further their academic, research and business objectives. He or she does this through two main channels: daily support operations, including proactive management of incoming support inquiries, through phone, email and walk-in support; and project work, participating in STS or Sloan wide initiatives to challenge IT issues facing our clients.

He or she will work alongside a team of six professional technicians and one intern. The Service Desk provides first-contact support to the Sloan community for all technologies used by them. They have primary responsibility for support of personal computing devices, their associated software, and communications technologies; they have first contact responsibility for other services offered by STS, such as research computing, classroom technologies, and other application or infrastructure services; they also will provide first-contact support for IT services outsourced to Central IT (IS&T) and outside vendors. The Support Consultant is responsible for developing expertise in Sloan technology, and offering a wide range of troubleshooting and consultation services to faculty, staff and students. He or she will work to become a trusted advisor to the Sloan community on technology needs.

The Technology Support Consultant will also work collaboratively with peers in STS to develop best practices in endpoint management, including device procurement, configuration and deployment. He or she will keep current on emerging technologies in Higher Education and will seek opportunities to match innovation with the business needs of Sloan staff. This role also requires excellent time management and organization, balancing operational needs with long and short term project work. Outside of scheduled support availability, a support consultant will independently book end user appointments and project participation during business hours.

The role reports to the IT Service Delivery Manager and works closely any senior or lead technicians.

Sloan Technology Services is a small, close-knit team of passionate technology professionals who support, develop, design and thrive in a culture of learning and innovation. Partnering with the faculty, staff and students in the MIT School of Management, we are looking for those who enjoy collaborating as much as pushing themselves, aren't afraid of being challenged, and who appreciate working with people from diverse backgrounds and interests. We welcome driven, creative people who seek exposure to new technologies, creative thinking, continual learning and the occasional round of ping pong.

Principal Duties and Responsibilities (Essential Functions):

- Technical Support
 - Diagnose and resolve hardware, software, and operating system problems.
 - Develops and maintains proficiency with call tracking system.
 - Purchase, prep and deploy new hardware and software packages.
 - Follow STS policies and procedures for documenting customer interaction and problem resolution efforts.
 - Maintain and consult knowledgebase to optimize problem resolution.
 - Escalate problems and requests as necessary to ensure positive resolution.
 - Keep clients informed of the status of open calls per established procedures.
 - Develop and maintain end user documentation.
- Trusted Advisor
 - Lead or participate in projects that enhance the quality and efficiency of the organization.
 - Maintain excellent working relationships with all levels of department staff.
 - Follow departmental policies and procedures governing workplace activities. Anticipate consequences of actions, potential problems, or opportunity for change.
 - Identify and develop strategic relationships with customers, vendors and other service providers.
 - Drive customer advocacy within STS organization.
 - Collaborate across teams in IT to refine process and efficiency.

Supervision Received:

This position reports to the IT Service Delivery Manager and works closely in the coordination of scheduling and activities with lead and senior technicians.

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- High school diploma or equivalent required.
- Minimum 3 years experience supporting hybrid Window and Macintosh environments required.
- Strong technical diagnostic skills.
- Working knowledge of networking technologies especially as it pertains to system connectivity and troubleshooting.
- Outstanding communications skills. Ability to convey technical information in non-technical terms.
- Excellent organizational skills with the ability to multi-task, prioritize and manage time effectively while also ensuring accuracy of work through attention to detail.
- Knowledge of Service Management principles, processes and tools. Experience with ITIL methodology preferred.
- Detail oriented and able to operate independently and on a team.
- High degree of professionalism, diplomacy and sensitivity to the needs of the Sloan academic/staff community.
- Operates ethically: admits mistakes, treats others with respect, trust, and dignity, demonstrates honest and ethical behavior, and follows through on commitments and agreements
- Ability to work well in an academic setting and be comfortable with the tempo of the academic calendar.
- Some travel may be required to attend training or conferences, or to collaborate with vendors or peer institutions.

PREFERRED EDUCATION AND EXPERIENCE:

- Bachelor's degree, formal technical education or equivalent work experience preferred.

Additional Comments:

This position plays a critical role in providing a high-quality experience for instructors and learners in the MIT Sloan community. This position needs to be available for occasional night and weekend coverage as needed.