

## MIT Job Description

<b>Job Title:</b> IT Generalist 2	<b>Position Title:</b> Senior Technology Support Consultant
<b>Reports to:</b> Service Desk Manager, STS	<b>% Effort or Wkly Hrs:</b> 100%
<b>Department:</b> Sloan Technology Services	<b>Expected Work Schedule:</b> 3 On-campus, 2 Remote

### Position Overview:

As a member of the STS Service Desk, the Senior 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 community.

He or she will work alongside a hybrid team of five 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 provided by Central IT (IS&T) and outside vendors. The Sr. 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 Sr. Technology Support Consultant will have a strong understanding of service delivery at MIT Sloan, including the ability to efficiently resolve day-to-day technical incidents, and communicate information to end users in a clear and concise manner. He or she will partner with STS escalation teams on problem identification and root cause analysis. This role will also work closely with each STS team to identify knowledge or training to enable higher tier 1 resolution. This person will foster teamwork and collaborate with his or her peers to resolve technical mysteries and one-offs. They must understand how to read user data, understanding roles and affiliations, and the impact those have on identity and access management.

The role reports to the IT Service Desk Manager and works closely with fellow Lead or Sr. Support Consultants.

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 Expertise (60%)
  - Diagnose and resolve hardware, software, and operating system problems.
  - Develops and maintains proficiency with call tracking system.
  - Maintenance and analysis of user data, deep understanding of roles and affiliations as it impacts identity and access management
  - Purchase and deploy new hardware and software packages, broadly or to individuals
  - Create, maintain and promote knowledgebase to optimize problem resolution.
  - Serve as internal technical and VIP escalation, detail and hand off tier 2/3 issues to local or central IT teams.
  - Partner with peer STS teams for problem resolution and root cause analysis.
  - Keep clients informed of the status of open calls per established procedures.
  - Develop and maintain end user documentation.
  
- Trusted Advisor (25%)
  - Identify and lead projects that enhance the quality and efficiency of the organization.
  - Identify areas for service and process improvements, within helpdesk and across STS.
  - Foster teamwork and assist helpdesk team with technical training or challenges.
  - Maintain excellent working relationships with all levels of department staff.
  - Meet frequently with STS Queue Managers to improve ticket hand off and level 1 knowledge on hosted
  - 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.
  
- Community Awareness (15%)
  - Embedded in MIT Sloan culture and community, understanding of nuances that go beyond STS
  - Advise IT best practices on a department-wide level
  - Identify community knowledge gaps and lead effort to train, publish or develop self-help process
  - Participate in MIT-wide IT user groups, representing STS in consulting and advising DLCs across MIT (IT Partners, Endpoint Management)

## **Supervision Received:**

This position reports to the Associate Director of IT Service Management and works closely in the coordination of scheduling and activities with the Help Desk Service Quality Specialist.

## **Qualifications & Skills:**

- College degree, formal technical education or equivalent work experience.
- 4+ years' related work experience
- Strong technical hardware and software diagnostic skills.
- Working knowledge of enterprise level technology, including Microsoft 365 and ServiceNow.
- Positive and empathetic customer service attitude.
- 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.
- ITIL Certifications (V3 Foundations) preferred.
- Must be able to work on a team, and foster communication and teamwork for a common goal.
- 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, experience in Higher Education community preferred

- Some travel may be required to attend training or conferences, or to collaborate with vendors or peer institutions.

### **Competencies**

- **Collaborate:** The desired candidate communicates openly and effectively by exchanging high-quality information, ideas, and opinions in an open and timely manner within and outside the school.
- **Contribute:** The desired candidate manages ambiguity and navigates change while being comfortable and confident working in a fast-paced and changing environment. The candidate is self-directed and proactive while advancing work and achieving results.
- **Engage:** The desired candidate fosters innovation and experimentation by applying original thinking, expertise, and professional experience to solve problems and develop new options and approaches.
- **Lead:** The desired candidate focuses on impact and outcomes while working to make a difference and achieve organizational goals

### **Additional Comments:**

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