

## MIT Job Description

<b>Job Title:</b> IT Generalist 1	<b>Position Title:</b> Technology Support Consultant
<b>Reports to:</b> IT Service Delivery Manager	<b>% Effort or Wkly Hrs:</b> 100%
<b>Department:</b> Sloan Technology Services (STS)	

### **Position Overview:**

As a member of the Sloan Technology Services (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. They do this through two main channels: daily support operations, including proactive management of incoming support inquires, through phone, email and walk-in support; and project work, participating in STS or Sloan wide initiatives to challenge IT issues facing our clients.

They will work alongside a 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 outsourced to Central IT (IS&T) and outside vendors. The Systems Analyst is responsible for developing expertise in Sloan technology and offering a wide range of troubleshooting and consultation services to faculty, staff and students. They will work to become a trusted advisor to the Sloan community on technology needs.

The Support Consultant will also work collaboratively with peers in STS to develop best practices in endpoint management, including device procurement, configuration and deployment. They 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 system analyst will independently book end user appointments and project participation during business hours.

The role reports to the IT Service Delivery Manager and works closely with Senior and Lead Technology 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 Support (85%)
  - 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.
  - Create, maintain and promote 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 (15%)**
  - 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.
- Other duties as assigned and/or required.

**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:**

Required:

- High school diploma or equivalent required
- Minimum 3 year's related work experience
- Strong technical diagnostic skills.
- Working knowledge of networking technologies especially as it pertains to system connectivity and troubleshooting.
- Positive and cooperative 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.
- Knowledge of Service Management principles, processes and tools. Experience with ITIL methodology preferred.
- Must be resourceful, 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:

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

**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.

**Competencies:**

- Strong desire to **Contribute** – manages ambiguity and navigates change; demonstrates desire and drive for learning; is self-directed and proactive
- Willingness to **Collaborate** – works toward team success; collaborates with others; communicates openly and effectively
- Passion to **Engage** within the community – act with caring and a sense of community; fosters innovation and experimentation; builds diversity and inclusion

\*\* To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.