Massachusetts School Building Authority
Job Description

Job Title: IT Support Technician
Department: Information Technology
Reports To: Network Manager
FLSA: Non-Exempt
Grade: 7
Salary: $58,921.69 - $64,813.86

POSITION SUMMARY

IT Support Technician provides technical support of MSBA workstation, laptops, software, technical devices, phones, and related systems in a hybrid environment. This position is responsible for the setup, support, and maintenance of devices, for staff and Board of Directors. Additional responsibilities include, troubleshooting technical problems, timely issue resolution, and escalation as required. The IT Support Technician will require a strong technical aptitude, ability to problem solve, and will be enthusiastic about technology and end user support. This role must work well in a team environment, demonstrate a high level of customer service and a strong willingness to learn.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Provide first level support both remotely and on-site to end-users on technical devices including but not limited to, laptops, phones, printers, and other devices.
- Listen attentively to end-users' questions and concerns, analyze and troubleshoot problems and offer optimal solutions including escalating to other IT staff as needed.
- Provide timely, accurate responses and prioritize situations where users are under tight timeframes and require immediate response.
- Represent the MSBA IT Team with professionalism and integrity.
- Provide production level installation, configuration and maintenance of computer and laptop hardware, software, printers, and other computer/laptop peripherals.
- Provide computer/laptop hardware, software, peripherals software updates, and anti-virus protection.
- Troubleshoot and upgrade hardware and software as needed.
- Assist users remotely utilizing GoToAssist or other approved remote support tool. Provide technical assistance for in-person and remote meetings that use both on-site audio-visual equipment and remote meeting platforms.
- Assist with the IT tasks associated with onboarding and offboarding staff including laptop setup, equipment assignment and workstation IT setup.
- s as directed.
- Maintain   IT asset inventory data, including surplus inventory with accuracy.
- Provide desk side assistance including connecting peripherals to power and network connections located under desks and other areas not easily accessible.
- Support user inquiries related to Microsoft O365, Outlook, Teams, Word, Excel, PowerPoint, and other approved apps.

- Support the secure door access system.
- Provide first level support for the IP phone system.
- Support in office technical resources including printers and postage machine.
- Help compile and maintain the inventory tracking of the Authority's information technology assets and provide recommendations for upgrades and enhancements for improvements.
- Document issues and resolutions in IT ticketing system. Direct unresolved issues to the next level of support personnel
- Create, update, and maintain user guides and other documentation for IT staff and end-users as assigned.
- Demonstrate a willingness to take on new tasks and learn new technical skills.
- Perform other duties as required.

REQUIRED QUALIFICATIONS

- Bachelor's degree in information technology/systems, Computer Science, or related technical experience, with a minimum of 1 year of experience.
- In lieu of degree, minimum of 3 years of experience in IT Support or related areas and combination of relevant IT certifications.
- Ability to work both independently and as part of a team.
- Familiarity with computer systems and troubleshooting hardware and software.
- Direct technical experience with laptop troubleshooting skills.
- Ability to diagnose and resolve technical issues.
- Excellent problem-solving and customer service skills
- Expertise in Microsoft Windows environment and familiarity with other operating systems
- Support level experience with Office 365 and Microsoft Office software applications, including Teams, OneDrive, SharePoint, Excel, Word, PowerPoint, and Outlook.
- Experience with sup virtual meeting platforms such as Teams and Zoom
- Patient, professional demeanor with a great aptitude for listening
- Ability to manage multiple priorities with efficiency.
- Ability to communicate effectively, both verbal and written
- Have a willingness to take on new tasks and learn new skills.
- Ability to lift 25 lbs and to access areas not easily accessible (i.e., power sources and ports under a desk)

PREFERRED QUALIFICATIONS

- Experience with remote support tools such as GoToAssist.
- Familiarity with TCP/IP, ethernet and wi-fi protocols
- Familiarity with Azure AD (Entra ID)

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Approved By: _____
        Executive Director / Dearborn CEO

This job description is intended to be general and will evolve over time. The description is subject to periodic updating. At management's discretion, the employee may be assigned different or additional duties from time to time.