



Job Title: Part-Time Technology Support Technician

Department: Technology Solutions

Hourly Rate: \$25

Supervisor: Senior Vice President and CIO, MIS and Technology Solutions

Applicants can submit a resume via e-mail to careers@javitscenter.com

The Javits Center has been considered the busiest convention center in the United States, hosting the world's leading conventions, trade shows and special events on Manhattan's West Side. These large-scale events have generated more than \$2 billion in annual economic activity for New York City and New York State, supporting as many as 18,000 jobs in and around the facility. Located on 11th Avenue between West 34th Street and West 40th Street, the iconic structure has played a prominent role in New York's recovery and resurgence, and with a state-of-the-art expansion project recently completed, the venue features more than 850,000 square feet of total exhibition space, two new floors of new meeting room space, a rooftop pavilion and terrace, as well as a range of catering, sustainability, and technology services.

Position Summary:

This position achieves the delivery of optimal Technology Solutions to end users by troubleshooting and resolving IT service issues as they arise. This position will also support the technical planning, documentation, delivery and support the IT solutions Department.

Key Job Accountabilities:

- Monitor the help desk support system to ensure that all trouble tickets are assigned and resolved in a timely manner.
- Design and deliver creative technology solutions for internal and external clients.
- Maintain the wired and wireless infrastructure and all operating and supporting systems in good working order.
- Troubleshoot and resolve all IT support issues as assigned from time to time.
- Deliver IT help desk support.

- Document all new IT Support and IT delivery processes and keep all IT procedure assets fully updated.
- Meet with managers to discuss systems requirements, specifications, costs and timelines.
- Work with contractors and authorized support entities to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems.
- Test and evaluate new technology.
- Effectively manage the transition of new technology into the operation with proper notice, end user training and accompanying documentation.
- Communicate effectively with colleagues and clients in a timely manner.
- Maintain and update standard operating procedures and other documentation within this role on SharePoint and communicate all changes to all stakeholders.
- When required assist with special projects and assume responsibility for the development, administration, and promotion of assigned projects, as required.
- Perform other duties as assigned.

Qualifications:

- Appropriate IT Certification e.g. MCSE, CCNA, CISCO, etc.
- Microsoft Office Specialist Certification (Mastery of Word, Excel, PowerPoint).
- Good People Skills.
- Must be punctual, ability to work flexible hours, to include weekends and holidays, as dictated by the business.
- Convention Industry Technology.
- Hospitality Technology.
- Technology Sales.
- Technology Support.
- Must have problem solving abilities with experience in providing practical IT help desk support.
- Must have strong operating knowledge of wireless and wired LAN technologies, routing, switching, and VOIP and analogue telephony.
- Must have the ability to troubleshoot and problem solve both independently and collaboratively.



- Experience in service or IT support delivery and a pro-people attitude is vital.
- Must have the ability to work with cross-functional teams.
- Excellent written and verbal communication skills.

The policy of this company prohibits any employment practice which in any way discriminated or tends to discriminate against any person, employees, or employment with respect to conditions or privileges of employment because of an individual's race, color, religion, national origin, ancestry, marital status, non-job-related disability, pass service in the Armed Forces of the United States, sex, or age as provided by law. NY CONVENTION CENTER OPERATING CORPORATION IS AN EQUAL OPPORTUNITY EMPLOYER.