



POSITION: Desktop Technician
DEPARTMENT: Technology Services
REPORTS TO: Network Manager
FLSA STATUS: Salaried- Exempt

Summary

ASM Global, the leader in privately managed public assembly facilities, has an excellent and immediate opening for a Desktop Technician at the McCormick Place Convention Center. Responds to Help Desk and Desktop support requests and issues. Interfaces with users by phone or onsite to resolve questions or problems. Responsible for the Tier 2/Level II type support for all end-users.

Essential Duties and Responsibilities

- Provides technical installation, break/fix and maintenance support for all PCs and related peripherals including network and local printers, scanners, Winterns and network switches.
- Responds to Helpdesk calls, diagnoses reported problems, develops, and implements solutions to reported problems. Responsible for quality and timeliness of work performed.
- Opens, tracks and closes all related problem tickets, monitors ticket queues and ensures data quality for call ticket system.
- Assists in administering user accounts, which includes add/change/delete of user accounts and profiles, access to applications and/or databases, printing profiles and security profiles.
- Loads printers, using stock or special forms and handles.
- Assists in providing training and assistance for all end-users of 'shrink-wrapped' software products (e.g., Word, Excel and Power Point) and internal applications.
- Supports and responds to multiple work locations throughout the McCormick Place Campus such as Corporate Center, Lakeside, North, South, West Buildings.
- Performs other job-related duties as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- High School Diploma or equivalent required.
- Bachelor's Degree in Computer Science, related area of study or equivalent in related work experience required (4 years).
- Minimum of two (2) years of PC hardware/software/peripheral/installation/maintenance required.
- Advanced training in PC and troubleshooting/repair is highly preferred.

Recruiter- Stella Butera
McCormick Place – ASM Global
301 E. Cermak Rd, Chicago, IL. 60616

Applicants that need reasonable accommodations to complete the application process may contact 312.791.7000.

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.

We will only accept applications from 09-29-21 to 10-13-21