



POSITION: Infrastructure Technician (Full-time)
DEPARTMENT: Technology Services
REPORTS TO: Technology Infrastructure Services Manager
FLSA STATUS: Salaried/Exempt

Summary

ASM Global, the leader in privately managed public assembly facilities, has an excellent and immediate opening for an Infrastructure Technician at the McCormick Place Convention Center. Will provide infrastructure service support for the wired and wireless networks for Event Exhibitors, Show Management and internal administrative users.

Essential Duties and Responsibilities

- Maintains network routers/switches, access points, software and Internet servers for the internal users and each Event to provide reliable Internet and network access.
- Consults with users to provide hands on assistance and customer service to Show Management and Exhibitors before and during the Event.
- Employs quality assurance (QA) efforts to assure the highest level of customer satisfaction.
- Monitors existing Internet traffic and usage to proactively manage Internet services.
- Troubleshoots network and Internet issues as they arise.
- Recommends improvements to the technical environment to provide improved customer service.
- Documents and communicates problems to the Infrastructure Manager and Infrastructure Technicians.
- Works with the Infrastructure Manager and other Infrastructure Technicians in providing Internet services and network support.
- Assists Help Desk Personnel in providing support when required.
- Performs all other job 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 Experience

- H.S. Diploma or equivalent with a minimum of two (2) years IT-related work experience, such as IT hardware and software management, installation, maintenance and/or troubleshooting.
- Bachelor's degree in Network Technology, Information Technology or similar technical degree is preferred or other IT certifications and training
- Experience providing technical support for clients and end-users using various methods of support, including email, phone, and live chat.

Skills and Abilities

- Strong customer service skills, including excellent communication skills required.
- Must have the ability to work irregular hours based on event schedules including evening, weekend and holidays as needed.
- Ability to function as a team player and to help fellow staff members when necessary.

Computer Knowledge

Experience with Cisco networking hardware, including routers, switches, firewalls, and wireless access points is preferred or similar vendor hardware

Knowledge of computer hardware and network device configuration and troubleshooting

Good knowledge of LAN/WAN networks, TCP/IP protocols and network technologies

Working knowledge of Windows 10/11 and/or Mac OS X

Certificates, Licenses and Registrations

A+ and/or Network+ certification preferred but not required.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to work both indoors and outdoors as required by the function. Must have the physical ability to maneuver around facility(ies), at times, walking and/or standing up to 8-10 hours daily. The employee is regularly required to sit for long hours; using hand to handle files, type and operate offices machines; to talk and hear on the telephone. Specific vision abilities required by this job include close vision to network issues, other office correspondence, etc. Must be able to lift 50 lbs.

Hours of work and travel requirements

Must be able to work flexible works hours according to the need of the event. No travel required.

Note

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

Please use the below link to apply:

https://asmglobal.wd1.myworkdayjobs.com/careers/job/Chicago-IL/Infrastructure-Technician-Full-Time_R10016661

Recruiter- Shalanda Hedrick
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 accept applications from 05-03-23 to until position is filled