



IT Support Analyst (ITS-DLS)

As a part of the Information Technology Services (ITS) department within the MIT Libraries, the IT Support Analyst plays a key role in delivering IT support and services to MIT Libraries' staff, and to the end users of the Libraries' technology platform. The IT Support Analyst is responsible for delivering technology solutions in support of audiovisual systems, hardware devices, and a wide range of software applications, through the use of Jira Service Management, documentation and knowledge management, vendor coordination, and continuous service improvement.

RESPONSIBILITIES INCLUDE:

Technical & Service Desk Support:

- Serving as a point of contact and day-to-day technical support to end users for audiovisual equipment, computer hardware, and software, troubleshooting and escalating issues appropriately.
- Partnering with external vendors and partner teams to assist with root cause analysis, problem management, and to ensure efficient operations within the MIT Libraries.
- Responsible for managing complex hardware and software deployment projects, representing the organization in communication with vendors and stakeholders.

Service Management:

- Providing planning and decision making both long and short term in relation to service design and technical requirements; both operationally and in support of major projects
- Monitoring the status of incidents and service requests within Jira Service Management, and communicate progress on service responses in a timely manner.
- Performing Jira Service Management application configuration and customization tasks as appropriate; coordinating with both internal and external resources on evaluation of new functionality and integration with additional Atlassian products.
- Assessing and analyzing the need for new solutions and services, and finding opportunities to build supportable, sustainable and scalable solutions where possible based on ITSM best practices.
- Gathering and analyzing feedback from users, and making recommendations to management on how to improve policies and procedures

Documentation and other responsibilities:

- Working with process owners to identify requirements for IT knowledge management, refining business and technical process documentation, and translating documented processes into technical requirements.

QUALIFICATIONS:

Required:

- High school diploma or equivalent.
- Minimum of 3 years experience supporting users in hybrid Windows and Mac environments.
- Excellent communication and customer service skills.
- Demonstrated experience creating and using technical documentation, user manuals, and guides.

- Experience supporting audiovisual systems, including setup, configuration, and troubleshooting.
- Must be comfortable working in a varied, fast-paced, ever-changing environment.
- Passion for and commitment to the values of diversity, equity, and inclusion.
- Demonstrated experience creating and using technical documentation, user manuals, and guides.
- Must be comfortable working in a varied, fast-paced, ever-changing environment.
- Experience supporting audiovisual systems, including maintenance and troubleshooting.
- Passion for and commitment to the values of diversity, equity, and inclusion.
- Ability to bend, lift and move computer and printer equipment.

Preferred:

- Bachelor's degree
- Knowledge and experience implementing ITIL best practices including: incident management, change management, request management, knowledge management, request management, and configuration management.
- Experience with Jira Service Desk, Insight, and Confluence.
- Experience documenting IT processes, policies, and procedures, as well as supporting the overall scope, quality and effectiveness of the documentation as it evolves.
- Experience working within (and consistently meeting) the requirements of service level agreements and key performance indicators.
- Experience working on projects, either as a team member or a team lead.

SALARY AND BENEFITS: The target hiring range for this position is: \$65,000- \$78,000.

Actual salary will depend on qualifications and experience. MIT offers excellent benefits including a choice of health and retirement plans, a dental plan, tuition assistance, and fully subsidized MBTA passes for local bus and subway service. Flexible work arrangements, including flex-time and telecommuting, are considered for positions that meet established criteria. The MIT Libraries is a collegial and supportive working environment and fosters professional growth of staff with management training and travel funding for professional meetings

APPLICATION PROCESS: Apply online at: <https://hr.mit.edu/careers> applications must include cover letter and resume. Priority will be given to applications received October 8th, 2021; position open until filled.

ABOUT THE MIT LIBRARIES:

The MIT Libraries support teaching, learning, and research across the Institute, with millions of resources, deep expertise, and five campus locations where our community consumes and creates knowledge. Our organization is on an exciting journey of transformation, pursuing a digital-first model for research libraries and prioritizing an open scholarship agenda. We aim to exercise bold leadership in defining a model for research libraries in the future, with innovative spaces like the newly renovated Hayden Library and a focus on supporting data-intensive and computational research and learning.

We strive to do great things, powering the MIT community to solve complex problems in the service of humankind, and each member of our 146-person staff has a role to play in pursuing that vision. We're constantly adapting to the rhythms of a changing world, and we welcome candidates who can help us do that in thoughtful and strategic ways that center our mission and values.

MIT Libraries is an environment that welcomes any body, any mind — including all genders — and particularly encourages applications from underrepresented minorities, women, disabled applicants, and veterans. Professionals who enthusiastically embrace the empathy, courage, self-reflection, and respect of a multicultural, diverse, and inclusive workplace and who strive to incorporate those values in their work and interactions are encouraged to apply.