



Corporate Technician, Minneapolis–Saint Paul International Airport (MSP)

Join Our Team

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Position Overview

In this position, the successful applicant will be responsible for maintaining the integrity of all computer workstations and associated software and hardware within the MAC General Office, Field Maintenance, Trades, Airport Police and Fire Station buildings. The Corporate Technician will be expected to communicate and assist a variety of personnel with varying computer knowledge and skills. They will also be responsible for assisting executive level (white glove) personnel with speed, accuracy and professionalism.

Responsibilities

- Assist personnel with installation, configuration and ongoing support of system hardware and software
- Compliance with all SLAs, OLAs and any underpinning agreements. Reporting any potential for compliance failure to management for intervention as required
- Offer daily operations and systems support to personnel
- Verify functionality of hardware and software components
- Troubleshoot hardware and software issues directly, remotely and via phone
- Assist employees with computer problems and answer their questions
- Communicate solutions, successes, and opportunities to the on-site management
- Practice and ensure compliance with all of the organization's policies and procedures
- Provide individualized customer service of a high-standard to a professional level
- Assist in providing additional support when workloads are high, or where additional experience is required

- Collaborate to implement methodologies to improve problem resolution and manage customer perceptions while building strong interpersonal relationships
- Converse with clients to understand their business needs, establish rapport and gather preliminary information surrounding client issue(s)
- Utilize internal tools and tracking system to document situation details
- Perform other duties as assigned

Position Requirements

- Ability to inspire, mentor, and support people
- Possess skills needed to establish/maintain good working relationships and communications with team members, executives, decision makers, stakeholders, department heads and end-users regarding IS issues
- Organized and methodical with the ability to plan and prioritize time-sensitive tasks
- Remain calm under pressure. Ability to absorb and retain information quickly
- Ability to present technical jargon in a user-friendly language to non-technical stakeholders
- Exceptional communication, customer service and decision-making skills
- Ability to work on shift patterns when required which cover 365 days per year and possess access to reliable means of commuting to and from place of work
- Actively participate in a collaborative team environment
- Proven track record of successful customer service delivery within the IT sector
- Basic knowledge of relevant LAN/WAN equipment

Basic Qualifications

- Technical college degree or equivalent combination of education and experience.

Personal Attributes

- Self-motivated, solution driving thinker focused on achieving optimal results
- Empathetic, enjoys working in a fast-paced multicultural environment
- Focused and driven on providing best practices in service delivery
- A team player with a positive attitude

Physical Attributes

- Independent mobility throughout work locations, and ability to move unaided from one working level to another, ability to access, unaided, all installed equipment locations, including working at height, when required
- Ability to negotiate security checkpoints and screening x/ray access points without assistance
- Visual acuity - ability to interpret and operate customer-owned computer screens and read/write relevant documentation, without the need for special

accommodation (large print, Braille, voice assisted computer system, or dictation equipment)

- Ability to carry tools, test equipment and replacement equipment (up to 50lbs), independently and ability to drive standard vehicles without any requirement for modified controls

Should this opportunity be of interest to you, please send your **resume and cover letter** via: <https://servicetec.bamboohr.com/jobs/view.php?id=17>

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The Company will not discriminate on grounds of sex, trans-gender status, sexual orientation, religion or belief, marital status, civil partnership status, age, race, ethnic origin, color, nationality, national origin, disability or on other grounds not prohibited by legislation.

This policy applies to the process of recruitment and selection (both internal and external), promotion, training, conditions of work, pay and benefits and to every other aspect of employment, including general treatment at work and the processes involved in the termination of employment.

We thank all applicants for their interest; however only those selected for an interview will be contacted.

Your application will be held on file indefinitely, if you wish to have your personal data removed please follow the instructions in the application acknowledgement email you will receive.