

GREATER MADISON CONVENTION & VISITORS BUREAU
615 E. WASHINGTON AVENUE > MADISON, WI > 53703

WWW.VISITMADISON.COM

JOB POSTING

What does the Greater Madison Convention & Visitors Bureau do? We bring leisure, sports, and convention visitors to Madison and make sure they have the best time ever. We know Madison's great, and we're out to spread the word.

We're looking for team members who are passionate about their work and Madison. If that's you, consider us for your next career move!

We have a job opening for a part-time **IT Support Specialist** at our downtown office. The **IT Support Specialist** is the primary contact for employee customers needing IT training, troubleshooting and computer maintenance for the Greater Madison Convention & Visitors Bureau (GMCVB) and Madison Area Sports Commission (MASC).

Summary:

- Position Title: IT Support Specialist
- Type: part-time, non-exempt
- Hours: 20 hours/week
- Applications will be accepted until **5:00 p.m. on Friday, October 2nd.**
- The GMCVB is an Equal Opportunity/Affirmative Action Employer.

Responsibilities of the Position *:

- Configure, install, test and upgrade workstations while maximizing uptime for all users
- Troubleshoot and provide technical support for software, hardware, and network issues
- Serve as primary contact and lead for the web-based databases including but not limited to: project management software, phone system, ticketing issues with vendors and managing user concerns/issues
- Participate in evaluating the quality of IT services and procedural enhancements
- Identify current changes and trends in the IT industry and make suggestions on improvements and enhancements
- Plan and facilitate technical training for our employee customers

** The above is intended to describe the general content of and major responsibilities for performance of the position. It is not intended to be an exhaustive statement of job duties or requirements.*

Qualifications

- Associate's degree in an IT field required; Bachelor's preferred
- 1 to 2 years of help desk support and face-to-face user support
- 1 to 2 years of Windows 7 troubleshooting
- IT certifications preferred
- Proficiency on computer based systems including laptop computers, Microsoft Office 2010/2013 and Windows 7
- Knowledge and experience working with Windows 2008 server
- Experience working on server projects
- Experience with Active Directory and activating new accounts/closing user accounts
- Experience with third party email provider services

GREATER MADISON CONVENTION & VISITORS BUREAU
615 E. WASHINGTON AVENUE > MADISON, WI > 53703

JOB POSTING

WWW.VISITMADISON.COM

- Experience with remote desktops and remote connectivity technologies (RDP, VPN, etc)
- Knowledge and experience working with VM Ware or VM Ware View preferred
- Experience rebuilding PC computers, applying updates, and maintaining computers
- Proven balance of creative and analytical skills
- Ability to communicate effectively, both orally and in writing, and to explain technical concepts to both technical and non-technical staff in a personable manner
- Strong initiative and resourcefulness
- Ability to plan, prioritize, and perform work within multiple, competing deadlines and with minimal supervision
- Detail-oriented with extremely good follow-up
- Strong critical thinker with the ability to learn new systems, synthesize information, and formulate recommendations
- Ability to maintain strict confidentiality as needed
- Ability to work independently and in teams

How to apply:

To apply for any of our jobs, we ask for a cover letter, resume, and application. You can download the application at www.visitmadison.com/about/employment/jobs/, or call us at 608-255-2537 and we'll mail you a copy!

Send application, cover letter and resume by 5:00 PM on Friday, October 2, 2015 to:

GMCVB
Recruitment
615 E Washington Ave.
Madison, WI 53703 • Fax (608) 258-4950 • Email operations@visitmadison.com

Send applicant data sheet (optional) which is available at www.visitmadison.com/about/employment/jobs/ by October 2, 2015 to:

GMCVB
615 E Washington Ave
Madison, WI 563703 • Fax (608) 258.4950 • Email: info@visitmadison.com

Applications will be reviewed upon receipt. Please submit your application as soon as possible for early consideration.