



JACOB K. JAVITS CONVENTION CENTER OF NEW YORK®

IMMEDIATE OPENING

Job Title: Technology Solutions Network Engineer

Department: Technology Solutions

Human Resources Representative Melissa M. Vele, Director of Human Resources. Applicants can submit their resume via: e-mail hronline@javitscenter.com or fax (212 216-4484).

Position Summary

Primarily focused on guest facing technologies, this position is responsible for supporting the design and delivery of technology solutions and providing guidance and financial quotations to end. The incumbent will provide customer service as part of Javits in-house support team, assisting show managers, exhibitors and employees with technical issues that arise.

This position invites work over weekends and outside standard office hours.

Job Accountabilities:

1. Exhibit a firm grasp of the guest facing technology capabilities of the Javits and all the underlying and supporting systems.
2. Maintain the Javits Network and all the underlying and supporting systems in optimized working condition always.
3. Resolve issues for end users and provide guidance on the technology services offered by the Javits.
4. Responsible for assigning trouble tickets to show floor technicians and managing the proper delivery of troubleshooting and support solutions from inception to the timely close out of tickets.
5. Responsible for maintaining and managing the proper assignment of phone extensions and voicemail boxes for both the show floor and Javits employees.
6. Responsible for managing the call accounting system, granting access to approved users and training users on its proper use.
7. Where necessary, attend show management and other pre-event meetings.
8. Pro-actively engage and communicate with Show Managers, Exhibitors and the relevant In-House Solutions teams to acquire all the necessary information and floor plans for all shows.
9. Work with the VP of MIS & Technology Solutions to design and deliver IT solutions necessary to maximize exhibitor, show management, tenant and other end user satisfaction.
10. Evangelize and upsell the technology solutions and services of the Javits with the objective of growing revenues.
11. Determine a client's business requirements and whether the solutions and services being considered are suitable.
12. Manage the planning and timely delivery of required IT services to meet the expectations of Javits clients and employees.
13. Work with the Vice President MIS & Technology Solutions to produce and communicate accurate financial proposals for Show management and other exhibitors as appropriate.
14. Responsible for creating, updating and communicating the IT services installation report.
15. Responsible for documenting service issues and compiling tech notes detailing specific information about a service, providing regular feedback to the Vice President MIS & Technology Solutions.
16. Develop and maintain documented knowledge bases of support information and provide regular feedback to the Vice President MIS & Technology Solutions.

17. Work with the show and house electric installation teams to ensure the proper and timely installation of services.
18. Manage the proper issuing, appropriate use and return of show floor technology equipment with the objective of reducing damage to the equipment and reducing cost.
19. Maintain and update standard operating procedures and other documentation on SharePoint and communicate all changes to all stakeholders.
20. Be familiar with functions and calendar of the Vice President MIS & Technology Solutions and provide coverage in case of any absence.
21. When required assist with special projects and assume responsibility for the development, administration, and promotion of specific projects, as required
22. Perform other duties as assigned from time to time.

Qualifications:

The Technology Solutions Network Engineer will be an industry certified professional with the ability to understand, configure, operate, configure and troubleshoot medium-level switched and routed networks. The incumbent must be detail-oriented with the temperament to troubleshooting and resolve customer issues in a calm and empathetic manner. This individual must have strong communication, leadership and management skills, in addition to excellent customer service skills and the ability to assist and train end-users. The Technology Solutions Network Engineer will possess relevant industry certification or equivalent experience, strong computer skills and proficiency with business applications in use at the Javits.

Relationships:

The Technology Solutions Network Engineer is responsible to the Vice President MIS & Technology Solutions for all the duties and responsibilities listed above and for other duties that the Vice President may assign throughout the duration of the employment. Because of his/her involvement in matters related to their responsibilities, the Technology Solutions Network Engineer would also be required to communicate frequently with the CIO/SVP Technology Solutions and other team leaders and operational managers of the Javits.

Pursuant to Executive Order 161, no State entity, as defined by the Executive Order, is permitted to ask, or mandate, in any form, that an applicant for employment provide his or her current compensation, or any prior compensation history, until such time as the applicant is extended a conditional offer of employment with compensation. If such information has been requested from you before such time, please contact the Governor's Office of Employee Relations at (518) 474-6988 or via email at info@goer.ny.gov.

The policy of this company prohibits any employment practice which in any way discriminated or tends to discriminate against any person, employees, or employment with respect to conditions or privileges of employment because of an individual's race, color, religion, national origin, ancestry, marital status, non-job related disability, past service in the Armed Forces of the United States, sex, or age as provided by law. NY CONVENTION CENTER OPERATING CORPORATION IS AN EQUAL OPPORTUNITY EMPLOYER