



Position opening:	Technology Specialist
Facility Name:	U.S. Bank Stadium
Location:	Minneapolis, MN

POSITION: Technology Specialist
DEPARTMENT: IT
REPORTS TO: Director of IT
FLSA STATUS: Exempt, Salaried, Full-Time

Position Summary

ASM Global, the leader in privately managed public assembly facilities, has an excellent and immediate opening for a Technology Specialist for ASM Global - U.S. Bank Stadium. Under general supervision, this position is responsible for providing technical support on a day-by-day basis for U.S. Bank Stadium (and during major events).

Essential Duties and Responsibilities

Include the following. Other duties may be assigned.

- General workgroup technology support for the Minneapolis ASM Global team (laptops, workstations, iPads, printers, email, system updates, program installations, backups, passwords, VPN/remote access, and antivirus).
- Major event and Vikings gameday support for U.S. Bank Stadium technologies.
- Basic support of phone system, conference phones, voicemail, and radios.
- Manage the scheduling of the part-time support technician team.
- Manage the payroll of the part-time support technician team.

Supervisory Responsibilities

Assists the Director of IT with supervision of the part-time support technician team and acts as the supervisor when the Director of IT is unavailable.

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/or Experience

- High school diploma (or G.E.D.) required
- Two-year degree preferred but not required
- Previous technical support and/or customer service experience preferred but not required

Skills and Abilities

- Excellent communication, interpersonal, and organizational skills
- Experience with Windows, Mac OS and iOS operating systems and devices
- Basic networking knowledge, including wireless and Ethernet networks

- Basic knowledge of hosted email solutions (Microsoft 365 or similar)
- Ability to configure and troubleshoot network printers and copiers
- Strong online research and troubleshooting skills
- Desire to learn new tools and technologies
- Ability to undertake and complete multiple tasks with minimal direction or supervision
- Attention to detail, strong follow-up skills and ability to remain calm under pressure

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 is regularly required to move around the facility; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed by events.

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.

To Apply

Apply at:

https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000728974806#

Only candidates that apply through our online system will be considered.

Recruiter: Keri Feyerherm
ASM Global -- U.S. Bank Stadium
1005 4th Street South, Minneapolis, MN 55415

Applicants that need reasonable accommodations to complete the application process may contact 612-777-8725.

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.