

Job Title: Technology Support Technician

Department: Business Solutions and Analytics

Reports to: Vice President of Technology

Job Summary

We desire a forward-thinking technologist committed to providing world-class technology support across the club. The Technology Support Technician will provide excellent technology customer service in a fast-paced environment for all staff. By providing excellent service, they will ensure staff can be productive and meet business goals. This includes supporting all aspects of the club's technology equipment and infrastructure. The successful candidate will have strong analytical and troubleshooting skills as well as the ability to foster positive relationships with staff and partners.

What You'll Do:

- Serve as one of the primary point-of-contact for staff support requests and coordinate with the club's third-party help desk for escalated support issues.

- Support, troubleshoot, and resolve issues with the club's desktop computers, servers, email and office applications, networking, phones, printers, cybersecurity, and others as needed.
- Troubleshoot issues with Active Directory accounts, Microsoft 0365, and TCP/IP networking.
- Provide technology support for events held at TQL stadium and Mercy Health Training Center. Event duties include supporting FCC staff, visiting team and league officials, broadcasters, press/media, ticketing system, point-of-sale systems, and other back-of-house IT needs.
- Setup and configure new systems and install software and peripheral configuration accordingly.
- Collaborates with the technology team to develop staff how-to's, manuals, and training.

What You'll Need:

- Associates Degree or Bachelor Degree (preferred) in an IT field
- Experience and proficiency supporting both Windows 10/11 and Mac OS.
- 1-3 years' experience in IT support. Preferred certifications: A+, MCDST, MTA or MCTS

- The ability to communicate clearly and professionally with both technical and non-technical users to solve issues.
- Ability to work outside traditional business hours as required including evenings, weekends, and occasional holidays. This includes on-call availability.
- Strong foundation and broad knowledge of technology systems and infrastructure.

What You'll Bring:

- Ability to troubleshoot, diagnose, and quickly resolve IT issues.
- A desire to work as a team in a fast-paced and dynamic environment.
- Knowledge of good customer support practice and procedures.
- Capable of working independently with resilience under pressure and both following and giving directions effectively.
- Excellent time management skills and ability to multi-task, prioritize and pay close attention to details.
- Valid driver's license and reliable transportation required to travel between multiple site locations as needed to provide support.
- Ability to walk, crawl, and climb ladders.

- Ability to lift up computer, servers, and other technology equipment up to 50 lbs.

Why You'll Love FCC:

- Generous paid time off and holiday time
- Option for one work from home day per week (by department and schedule)
- Medical, Dental, Vision, Life Insurance, 401k plan with company match
- Short-Term & Long-Term Disability Insurance
- Maternity & Paternity Leave and Family Building Benefit
- Employee Assistance Program and free subscription to the Calm App
- Discount off merchandise in the FCC team store
- Community volunteer opportunities
- Professional development and Frequent team building opportunities
- Employee recognition programs and referral programs
- Opportunity for complimentary staff tickets to home FC Cincinnati matches

About FCC

Founded in 2015, FC Cincinnati is a Major League Soccer team based in Cincinnati, Ohio. After achieving significant growth and success in the United Soccer League, the team joined MLS in 2019. FCC won the 2023 Supporters' Shield – the annual award given to the team with the most points in the regular season – and clinched a spot in the 2023 MLS Playoffs for the second straight year. With a diverse ownership group with strong ties to Cincinnati, the club strives to unite the community both on and off the pitch through FCC Foundation, and its dedication to improving the lives of children through soccer and those in the West End Community. FC Cincinnati are committed to ongoing growth and recognizing the vital importance of company culture. The club's DNA code, created by the staff for the staff, is actively implemented every day. FCC has been recognized locally and nationally as one of Sports Business Journal's Best Places to Work in Sports 2023, named to the Honor List as one of "75 Great Sports Companies to Call Home"; on the Business Courier's Fast 55 as one of Greater Cincinnati's fastest growing private companies; and named to The Enquirer's Top Workplaces 2024.