IT Support Specialist

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Massachusetts Institute of Technology
in Cambridge, MA

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Type: Full-Time
Salary: $77,500 - $105,100 per year
Posted: 14 days ago
Category: IT Support and Training

Job Number: 25385

Functional Area: Information Technology

Department: Information Systems & Technology

School Area: VP for Info Systems & Technology

Pay Range Minimum: $77,500

Pay Range Maximum: $105,100

Employment Type: Full-time (Remote Only)

Employment Category: Exempt

Visa Sponsorship Available: No

Schedule:

Pay Grade: 8

Posting Description

IT SUPPORT SPECIALIST, *Information Systems and Technology (IS&T)*, in the Escalations team identifies emerging and complex IT issues and problems, and facilitates the resolution of undocumented issues through investigation, diagnosis, and troubleshooting. The IT Support Specialist serves as a resource for multi-disciplinary projects within IS&T and routinely collaborates with cross-functional teams. As IS&T expands its support for generative AI tools and services, the team will play a key role in assisting community members with AI platforms, providing guidance on compliant use aligned with Institute policies, and supporting assessments of prospective AI solutions.

A full job description is available here:
https://www.dropbox.com/scl/fi/c7djdncwkh1s0x9uwio9r/Job-Description-IT-Support-Specialist-II-Escalatio ns-2025-12-18.pdf?rlkey=ttzusitidkcuzm7xv7trrslkv&st=i09g0hhh&dl=0

Job Requirements

REQUIRED: A bachelor's degree and a minimum of five years of experience in IT support, information systems, or another related field; ability to troubleshoot Mac, Windows, and Linux operating systems; comfortable with the command line-interface; experience with learning management systems; experience with MS O365 and Exchange administration support; and experience providing SaaS administration support; and experience working with a ticketing management system. *PREFERRED*: Experience in higher education, with Service Now, Security+/Network+, and AWS and/or Google; or working knowledge of scripting.

This is a fully remote position.

12/19/2025
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IT Support and Training

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