



IT TECHNICIAN

We are currently seeking a full time IT Technician to join our team!

Position Summary:

The IT Technician is part of a team responsible for the installation, maintenance, and/or repair of standard office IT equipment and the intelligent transportation system hardware and software onboard the transit fleet. This role will provide support, assistance and training to fellow employees with applications and assigned devices, The IT Technician will also support quality inventory management practices, including management of non-fleet IT hardware.

Wages: Salaried Position - \$50,000-\$65,000/year plus a competitive benefits package

Duties and Responsibilities:

- Provides technical support in the use of personal computer hardware, software, and specialized technology
- Technical assistance to end users by performing question/problem diagnosis and guiding users through step-by-step solutions.
- Maintains and troubleshoots IT and ITS equipment; coordinates with internal and external IT staff to perform maintenance;
- PC hardware and software support.
- Mobile Device support (IOS, Android).
- Active Directory and Network Support.
- IT and ITS Component Inventory Management.
- Sets up and configures desktop computers, peripherals and accounts
- Assists in researching and recommending system equipment upgrades and back-ups and manages inventory (desktops, laptops, printers, scanners, video equipment, peripherals etc.)
- Troubleshoots, repairs and maintenance for IT and ITS equipment
- Tests computers and peripherals on a network to diagnose hardware versus software problems and escalates corrective procedures to other technical resources as appropriate
- Supports the processes of acquisition and contract negotiations of software products
- Conducts business requirement analysis and data integration studies using intelligent transportation standards.

Position Qualifications:

- Associates Degree required, Bachelors Degree, and/or experience preferred
- 1-3 years of IT help desk experience preferred.
- Prior experience of Microsoft products and Windows operating systems
- Knowledge of a variety of hardware, software, and operation systems.

- Excellent customer service skills with the ability to communicate effectively and translate information between technical and non-technical parties.
- Understanding of networking and server administration a plus.
- Great with computers, tech savvy with a high aptitude for learning technology.
- Must possess a valid driver's license and a safe driving record.

Knowledge, Skills, and Abilities:

- Self-Starter: someone who can confidently work without significant support (including researching answers for themselves from provided resources) and is confident to learn and try new things.
- Strong time management skills.
- Demonstrated ability to work collaboratively as part of a close team of staff sharing responsibilities
- Ability to communicate in a clear and concise fashion that is easily understood by all.
- Attention to detail and the ability to accurately document technical issues.
- Sound problem-solving and decision-making skills.
- Ability to multi-task.
- Solid troubleshooting skills with a desire for continual learning.

Physical Requirements and Environmental Factors:

- Work is frequently conducted in an office or similar indoor environment
- Occasional standing, walking, crouching, kneeling, pulling and pushing.
- Occasional lifting and carrying objects.

Disclaimer Statement:

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.