



Pittsburgh **PARKING** Authority

The Value Parking Network

JOB DESCRIPTION

JOB TITLE: Chief Technology Officer

CLASSIFICATION: FLSA Exempt

DEPARTMENT: Executive

REPORTS TO: Executive Director

POSITION SUMMARY:

Position responsible to manage the Authorities computer systems and maintain its network and server infrastructure. Manage technical functions, projects and training for all the computer needs of the Authority. Cell phone systems and handheld devices, pay-by license-plate multi-space parking meter system, and the interconnectivity therein. Technical analysis and due diligence. Management of software and hardware installation, PCI compliance, and the coordination of the internal and external systems throughout the Authority. Oversee upgrades and configures network hardware and software components including servers, switches, printers, backup systems and security as well as daily system maintenance and troubleshooting to isolate and diagnose problems; provides users with technical support.

MAJOR RESPONSIBILITIES AND DUTIES:

- Oversee the performance of off-the-shelf and custom hardware/software installations.
- Work directly with technical staff to handle common help desk issues involving all software applications.
- Handling heavy department administrative tasks.
- Work to continually maintain, repair and troubleshoot Cale and other pay on foot devices, PC hardware, network servers, printers and equipment (routers, switches, hubs etc.).
- Oversee install/setup/upgrade/troubleshoot PC applications including:
Time & attendance system, (Novatime) time keeper central and attendance card module - APD - payroll software.
Residential Permit Parking Program – Parking Enforcement System, Meter Management System & Callback - Fundware - Trend Micro, Share Point, Barracuda and Cisco.
- Coordinate and manage PCI compliance throughout the system (credit card protection).
- Maintain licensing hardware and software inventory.
- Integrate test, document and maintain handheld electronic systems.
- Work with vendors.
- Work on department yearly operation and capital budgets.
- Work with technical staff to provide end user training and instruction in handheld electronic ticket writer systems.
- Lead department in development of application training documentation.
- Manage telephone systems & distribution of cell phones and security therein.
- Develop strategy for an implementation of remote Access Solutions (Virtual Private Networks)
- Lead department in developing and implement systems for other Authority departments by writing technical specifications and maintaining specialized applications.
- Manage area of responsibility in strict accordance with applicable laws, regulations and policy including union agreements.
- Performs activities and functions of other related/unrelated tasks and duties as assigned or required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES:

- 5-7 years supporting Windows network with at least 50 users.
- Must be a self-starter with hands on ability to work without direct supervision of the Executive Director.
- Excellent understanding of Microsoft Networking technologies from all points of view.
- Comprehensive knowledge of Ethernet, TCP/IP protocols and common networking technology.
- Proficiency in Share Point.
- Experience supporting, installing and troubleshooting Windows 7, and network, MS Office 2007.
- Previous experience with heavy administrator tasks such as creating users, resetting passwords, managing and deploying print spools; installing networks, web servers, database servers, and email servers, issuing cell phone and setting up GPS tracking.
- Experience supporting Cisco routers, firewalls & switches.
- Previous experience working with end users in a training and help desk role.
- Considerable knowledge of electronics, data base/system administration.
- Hardware/software troubleshooting.
- HP Blade servers & PC systems and virtualization therein.
- Ability to follow complex oral and written instructions.
- Strong organizational/communication/interpersonal skills.
- Ability to maintain confidentiality.
- Ability to communicate effectively both written and verbally.
- Ability to exercise initiative and sound judgment and to react with discretion under varying conditions.
- Ability to establish and maintain effective and appropriate relationships with the public, City of Pittsburgh departments, other agencies and employees.

EDUCATION AND WORK EXPERIENCE REQUIREMENTS:

Minimum Bachelors Degree in Computer Science or Data Communications or must have completed specialized training from an accredited technical school, college or university, or equivalent experience. At least one-year experience in the parking industry would be a plus. Three to five years experience in Windows, PC/printer hardware, Microsoft Office products, and email systems. Experience with Cisco routers, network switches, hubs and cabling a plus. A+ Certification, Microsoft Certified Professional or above a plus.

SPECIAL CERTIFICATES and LICENSES:

Must possess and maintain a current and valid Class C Pennsylvania Motor Vehicle Operator's Drivers License throughout employment.

BACKGROUND CHECK:

An Office of Municipal Investigations (OMI) background check is required and must be completed successfully.

OTHER:

Must show proof of City of Pittsburgh residency prior to or at time of hire and remain a City resident throughout employment.

EQUAL OPPORTUNITY EMPLOYER:

The Pittsburgh Parking Authority in conformity with applicable laws is an Equal Opportunity Employer and does not discriminate on the basis of race, color, sex, sexual orientation, age, religion, national origin, or disability.