



Pittsburgh **PARKING** Authority

The Value Parking Network

JOB DESCRIPTION

JOB TITLE: IT Network Administrator

CLASSIFICATION: FLSA Exempt

DEPARTMENT: Administration

REPORTS TO: MIS-IT Manager

POSITION SUMMARY:

Position responsible to assist the MIS-IT Manager with the Authorities computer systems and maintaining a Windows Microsoft network environment running on a Blade System, Share Point, and VMware. Virtual servers. Assist and take the initiative with or lead supportive 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. Software and hardware installation, PCI compliance, and the coordination of the internal and external systems throughout the Authority. Installs upgrades and configures network hardware and software components including servers, switches, printers, backup systems and security. Performs daily system maintenance and troubleshooting to isolate and diagnose problems; provides users with technical support.

MAJOR RESPONSIBILITIES AND DUTIES:

- Perform off-the-shelf and custom hardware/software installations
- Work directly with end users to handle common help desk issues involving Microsoft Office Suite, Windows, Windows 2007
- Handling heavy Windows administrative tasks
- Install, configure, setup, maintain, repair and troubleshoot Cale and other pay on foot devices, PC hardware, network servers, printers and equipment (routers, switches, hubs etc.)
- 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)
- Be able to trouble shoot and work independently
- Develop and 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
- End user training and instruction in handheld electronic ticket writer systems
- 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)
- Assist, develop and implement other Authority departments by writing technical specifications and maintaining specialized applications
- Provide training and/or technical assistance as requested or required
- Manage area of responsibility in strict accordance with applicable laws, regulations and policy including union agreements
- Performs activities and functions of other related 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
- Excellent understanding of Microsoft Networking technologies from all points of view
- Ability to install, diagnose and troubleshoot serial, Ethernet and POTS cable
- Comprehensive knowledge of Ethernet, TCP/IP protocols and common networking technology
- Proficiency in Share Point
- Experience supporting, installing and troubleshooting Windows XP & 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
- Blade servers & PC systems
- 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 Associates Degree in Computer Science or Data Communications or must have completed specialized training from an accredited technical school, college or university, or equivalent experience. Computer related bachelor's degree would be a plus. 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 – DRUG TESTING:

An Office of Municipal Investigations (OMI) background check is required and must be completed successfully. A pre-hire drug test screening may be conducted.

OTHER:

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

Equal job opportunity is a Pittsburgh Parking Authority policy