



# Pittsburgh **PARKING** Authority

*The Value Parking Network*

## JOB DESCRIPTION

**JOB TITLE:** Jr. Systems Administrator

**CLASSIFICATION:** FLSA Exempt

**DEPARTMENT:** Information Technology

**REPORTS TO:** IS Manager

### **POSITION SUMMARY:**

Position responsible for administration of the Authority's computer systems and maintaining its technology infrastructure. Assist with or lead supportive technical functions, projects and training for all the computer needs of the Authority. Technical analysis and due diligence. Software/hardware installation and the coordination of internal and external systems throughout the Authority. Provide server and network up keep.

### **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 OS as needed.
- Basic understanding on how to install, configure, setup, and troubleshoot computer hardware, printers and network equipment (routers, switches, hubs etc.).
- Troubleshoot hardware/software failures.
- Maintain licensing as well as hardware and software inventory.
- Will oversee datacenter servers and perform routine maintenance and backups
- Establish working relationships with vendors.
- Administrate virtual environment and maintain updates and service patches
- Update all HP and Cisco hardware with current firmware versions.
- Work on department yearly operation and capital budgets as well as make quarterly recommendations for system wide improvements
- Responsible for performing offsite backups.
- Manage telephone systems & distribution of cell phones and security therein.
- Handle Authority wide cell phone setup and distribution as well GPS applications.
- Performs activities and functions of other related/unrelated tasks and duties as assigned or required.

### **REQUIRED KNOWLEDGE, SKILLS, ABILITIES:**

- 3-5 years supporting windows OS and cisco network with at least 50+ users.
- Must be a self-starter with hands-on ability to work without direct supervision.
- Solid understanding of Microsoft and CISCO networking technologies.
- Ability to understand Ethernet, TCP/IP protocols and common networking technology.
- Experience supporting, installing and troubleshooting Windows Office Suite.
- Experience with administrator tasks such as creating users, resetting passwords, managing and deploying network printers, and email accounts.

- Working knowledge of Active Directory.
- Hardware/software troubleshooting.
- knowledge of HP servers and storage SANs
- Ability to follow oral and written instructions.
- Strong organizational skills.
- Ability to maintain confidentiality.
- Ability to communicate effectively both written and verbally.
- Ability to exercise initiative and sound judgment.
- Ability to establish and maintain effective and appropriate relationships with the public, City of Pittsburgh departments, other agencies and employees.
- Ability to be bonded.

**EDUCATION AND WORK EXPERIENCE REQUIREMENTS:**

Minimum Associates Degree in Computer Science or related degree or must have completed specialized training from an accredited technical school or equivalent experience. Computer related bachelor's degree would be 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.