



Pittsburgh **PARKING** Authority

The Value Parking Network

JOB DESCRIPTION

JOB TITLE: Computer Support Technician

CLASSIFICATION: FLSA Exempt

DEPARTMENT: Executive/IT

REPORTS TO: Chief Technology Officer

POSITION SUMMARY:

Position responsible for maintaining and troubleshooting. Enforcement and Meter mobile solutions. Position includes maintaining enforcement systems and serving as a department information resource to assist staff and users with computer hardware, software and related functions.

MAJOR RESPONSIBILITIES AND DUTIES:

- Diagnose and resolve level 1 technical problems with all enforcement hardware and software (included but not limited to: LPR, handhelds and printers)
- Liaison between GTI and PPAP for all enforcement hardware and software related issues
- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Record, Categorize and Prioritize inbound service requests and incidents, escalating when required. Document and record all relevant information
- Conduct computer diagnostics onsite and remotely to investigate and resolve problems
- Troubleshoot and resolve systems-related issues in real time to minimize operational down time
- Provide expert support for laptops, desktops, and remote access technologies as well as provide support as required regarding hardware, software, printer, smart phone, and remote access
- Manage user account setup and administration in Active Directory
- Install and configure PC hardware and software at end user workstations and test for correct operation
- Train and assist users in the use of personal computers, peripheral devices and software to resolve issues and increase productivity
- Log PC software bugs and search for solutions via information resources and upgrades available on the internet and/or direct communication with software vendors
- Implement approved solutions to achieve increased user efficiency using approved tools and techniques
- Serves as a secondary to System Administrator as a resource to assist staff and users with computer, network, software/hardware and related problems.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES:

- Working knowledge and concepts of cellular and Wi-Fi technology
- Working knowledge and concepts of network TCP/IP protocol.
- Working knowledge of computer desktop applications (MS Office) and internet browser-based programs.
- The ability to research, document and retain technology base information.
- Basic understanding of Microsoft Operating Systems
- Research new technology
- Prioritize requests, organize, schedule, and coordinate a variety of activities and projects to meet required reporting deadlines
- Learn and adapt to changes in technology
- Enter, maintain and retrieve data to prepare documents and produce a variety of reports.
- Communicate effectively both in oral and written form.
- Explain technical concepts in non-technical terms to individuals and groups.
- Follow instructions
- Work independently
- Establish and maintain cooperative working relationships, both internally and externally, with those contracted during the course work.

GENERAL REQUIREMENTS:

- The applicant must provide proof of City of Pittsburgh residency and remain a resident while employed by the authority.
- The applicant must present a current, valid Class C PA Motor Vehicle Operator's License at the time of application or prior to appointment. This license must be current and valid throughout employment with the Authority
- High School Diploma and/or GED equivalence

EXPERIENCE REQUIREMENTS:

To be considered eligible for this position the applicant must clearly demonstrate a work history of related technology work experience or on-the-job training.