



JOB ANNOUNCEMENT

POSITION: Help Desk Technician II
DIVISION: MIS
SALARY: \$22.67 - \$24.45 hour

POSTED: October 17, 2019
APPLICATION DEADLINE: 4:00 pm, October 30, 2019

SUMMARY:

The Pittsburgh Water and Sewer Authority is seeking an innovative candidate with a strong background in end-user support, computer applications and platforms. The ideal candidate will trouble-shoot problems and advise on the appropriate action. Candidate should be proficient in Windows 7 and above, Microsoft Office 2010 and above, and Basic Network Troubleshooting skills.

UNION:

This position is included in the American Federation of State, County, and Municipal Employees (AFSCME) union and will be filled in accordance with the provisions of the Collective Bargaining Agreement.

DUTIES/PRIMARY RESPONSIBILITIES:

- Setup computers and Active Directory accounts for new users, physical and virtual
- Provide technical helpdesk support to PWSA systems end users
- Provide application administration for designated systems
- Troubleshoot and resolve issues on Microsoft Windows 7 and Windows 10 computers, VmWare Desktop Infrastructure, Windows Server
- Create and update knowledge base to share resolution information with team
- Coordinate conference calls using Skype video conferencing
- Research issues and advise end user on appropriate action
- Inventory equipment
- Assist with research on current technology upgrade projects
- Other duties and responsibilities as required

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties. This is not an all-inclusive document; additional duties, expectations, demands, etc. may be added or changed to this document on an as-needed basis in order to meet organizational needs.

KNOWLEDGE/ABILITIES:

We are looking for candidates with skills in one or more of the following areas:

LAN/WAN Network Administration, VPN, Windows 7 and above, Microsoft Office 2010 and above, Desktop Support, VmWare, Active Directory, Multi-Functional Printers, PC Hardware and Software configuration and troubleshooting skills. The candidate must possess outstanding leadership, analytical and interpersonal skills; superior oral and written communication skills. Experience with virtual environments is a plus.

GENERAL REQUIREMENTS:

Applicant must be domiciled in the City of Pittsburgh at time of appointment and remain domiciled throughout employment with the PWSA. Verification of City residence is required at time of filing application.

Applicant must present a current, valid Class C (Class 1) PA Motor Vehicle Operator's License at the time of application or prior to appointment. A valid driver's license must be maintained throughout employment.



Pittsburgh
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EDUCATION/EXPERIENCE REQUIREMENT:

- Have declared in a specific degree program (MIS, CIS, or related field)
- Maintain a minimum grade point average of 3.0 on the 4.0 scale
- Provide resume specifying all technical skills and relevant coursework and experience
- Completion of at least two years of studies at an accredited college/university
- 1-2 years of work experience in a similar position

PHYSICAL DEMANDS/WORKING CONDITIONS:

While performing the duties of this position, an employee is regularly required to function in a general office environment and sit, talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus; up to 50% travel.

The physical demands are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

APPLICATIONS:

Available in Human Resources, 1200 Penn Avenue or online at www.pgh2o.com. Please send the application, resume, and cover letter to hr@pgh2o.com.

You may be considered for other available positions based on qualifications provided on your employment application.

An Equal Opportunity Employer

The PWSA does not discriminate against anyone based on race, color, religion, ancestry, national origin, place of birth, sex, sexual orientation, family status, age, or non-disqualifying disability, or on any other basis protected by federal, state or local law.