

Infrastructure Support Technician

Port Authority is seeking a Infrastructure Support Technician to identify, analyze, troubleshoot, and resolve client technical service requests related to IT: Infrastructure client hardware and software, including through not limited to : PC hardware/software, errors, basic networking issues, and VDI issues. Assist with set up and deployment of client equipment. Work as a team member to collaboratively resolve client requests and technical issues with other team members, partners and vendors..

Essential Functions:

- Create, monitor, update and close tickets assigned to them by IT: Customer Experience department and/or management.
- Installs, configures, deploys, and troubleshoots desktop operating systems (Windows 1p.Mac OS) and various desktop applications.
- Configures, deploys, and troubleshoots various hardware systems and peripherals.

Job requirements include:

- High School diploma or GED.
- Two (2) years technical school/Associates Degree from an accredited school with two (2) years relevant technical support experience, or directly related experience may be substituted for the education on a year-for-year basis.
- Technical knowledge and experience in multiple aspects of desktop services (including but not limited to: desktop imagine and deployment, Windows, Mac OS troubleshooting, PC hardware and software troubleshooting and repair, basic client networking issues, VMware Horizon VDI issues, etc.)
- Working knowledge of Microsoft Office 365, Adobe Acrobat Pro, and other desktop software.
- Knowledge of Active Directory, DNS, Group Policy Objects, networking (wired/wireless).
- Valid PA driver's license.

Preferred attributes:

- Experience serving customers in a technical support environment, such as Help Desk, Desktop Services, or similar department.
- Proficient in time-management and the ability to multitask and prioritize assigned duties, excellent organization skills.
- Certifications related to Desktop Services including A+, Network +, MCP, etc.
- Strong communications skills in various formats and media (verbal, written, etc.)
- Experience with virtualization, such as VMware or other VDI systems.



We offer a comprehensive compensation and benefits package. Interested candidates should forward a cover letter (*with salary requirements*) and resume to:

Missy Ramsey
Employment Department
345 Sixth Avenue, 3rd Floor
Pittsburgh, PA 15222-2527
MRamsey@portauthority.org
EOE