

Infrastructure Support Technician

Pittsburgh Regional Transit is seeking a Infrastructure Support Technician to participate in the inspection, set-up, installation, maintenance, problem diagnosis, and repair of computer hardware, and related peripherals, including software installation for Port Authority of Allegheny County d/b/a Pittsburgh Regional Transit (PRT). Identifies, analyzes, troubleshoots and resolves client technical service requests and basic network connectivity issues with Network or Internet. Works as a team member to collaboratively resolve client requests and technical issues with other team members, partners and vendors.

Essential Functions:

- Provide first-line support in the event of PC software/hardware problems to include, but not limited to, supporting users by triaging calls and remotely diagnosing and resolving requests utilizing remote tools while upholding company computer policy and procedure guidelines, as well as recommends new and improved guidelines to ensure compatibility and better service end-users of personal computers.
- Installs, configures and troubleshoots current Windows operating systems and other desktop applications.
- Maintains software and hardware registration and inventory to provide upgrades, as necessary, and insure appropriate security levels are maintained.
- Assists in researching and obtaining quotes for the installation and implementation of office automation hardware and software according to department standards and procedures.
- Communicates with vendors concerning warranty and maintenance problems and maintains database of such calls.

Job requirements include:

- High school diploma or GED.
- Associate's degree or two (2) years of college in computer science, information technology, or related field from an accredited college or university. Directly related experience may be substituted for education on a year-for-year basis.
- Minimum of three (3) years' experience in hardware repair, installation, and maintenance. No certifications or licenses required.
- Demonstrated ability in the use of Windows, Microsoft Word and Excel.
- Professional and effective communication skills.
- Customer-oriented approach to problem solving issues regarding the PC.
- Valid PA driver's license.

Preferred attributes:

- A + certification.
- Network+ certification.
- Experience with VMware (virtualization) software suite.
- Knowledge of TCP/IP and troubleshooting.



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

Amy Giammanco
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EOE