Jr. Infrastructure Support Technician

Pittsburgh Regional Transit is seeking a Jr. Infrastructure Support Technician to work with experienced team members to resolve client requests and technical issues. Identify, analyze, troubleshoot, and resolve client technical service requests related to IT:Infrastructure client hardware and software, including though not limited to: PC hardware/software errors, basic networking issues, and VDI issues. Assist with configuration, installation, set up, inventory management, and deployment of client equipment.

Essential Functions:
- Create, monitor, update, and/or close tickets created/assigned to technician by IT: Customer Experience department, management, or others.
- Installs, configures, deploys, and troubleshoots desktop operating systems (Windows/macOS) and various desktop applications.
- Configures, deploys, and troubleshoots various hardware systems and peripherals.
- Supports off-business hours agency technology needs through rotation in department's after-hours on-call schedule.
- Maintains software and hardware registration and inventory to ensure appropriate documentation and security levels are maintained.

Job requirements include:
- High School diploma or GED.
- Minimum completion of a two (2) years technical school or Associate Degree program from an accredited institution, or a minimum of two years working in a similar Information Technology-related position, including but not limited to: Infrastructure Technician, Help Desk Analyst, IT Support Technician, etc.
- Demonstrated ability in the use, setup, and troubleshooting of Microsoft Windows-based devices.
- Working knowledge of Microsoft Office 365, Adobe Acrobat Pro, and/or other common desktop software packages.
- Valid PA driver's license.

Preferred attributes:
- Proficient in time-management and the ability to multitask and prioritize assigned duties, excellent organizational skills.
- Certifications related to Desktop Services including A+, Network+, MCP, etc.
- Strong communications skills in various formats and media (verbal, written, etc.)
- Understanding of basic networking concepts.
- Experience with virtualization software packages.
- Experience with endpoint imaging software.

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