

## Technical Application Systems Analyst

Pittsburgh Regional Transit is seeking a Technical Application Systems Analyst to serve as a technical applications support agent in conjunction with business customers and software analysts for Port Authority of Allegheny County d/b/a Pittsburgh Regional Transit (PRT) and IT:Enterprise Software. Support of application software includes third-party off-the-shelf solutions and custom developed solutions. Along with configuration and usage support, gathers business requirements, identifies and evaluates off-the-shelf solutions and develops specifications for custom development. Communicates and discusses with AIS management and documents technical project plans so that software developers can then transfer into code resulting in a working application to suit business customer's needs. Provides day-to-day support, training and assists in the creation of documentation.

### Essential Functions:

- Serves as technical agent in software configuration and set-up. Manages projects, assists with configuration and installation, initial testing prior to business user testing, documentation, training, and closure of completed tasks. Analyzes application error and message logs, and works to resolve issues. Serves to assist with code analysis to determine system functionality.
- Serve as customer support for software usage: Guide customers with functional support and assist with navigating software. Resolve help desk tickets related to application software. Provide system instruction for report generation and system functionality and also assist in the creation of documentation.
- Support data import/export/management.

### 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 school or college and three (3) years' support experience in Peoplesoft or other ERP systems, or applications in medium to large deployments.  
OR
- Bachelor's degree in computer science, information science or a technology related field from an accredited school or college with one (1) year of support experience in Peoplesoft or other ERP systems, or applications in medium to large deployments.
- Related experience may be substituted for the education on a year-for-year basis.
- Strong analytical and problem-solving skills.
- Ability to quickly understand, retain and apply large amounts of new information.
- Ability to work in a fast paced, dynamic environment.
- Great organizational skills.
- Experience in monitoring and adhering to procedures and policies.
- Professional and effective communication skills with the ability to present information in a clear and concise manner.
- Excellent customer service and problem resolution skills.
- Exemplary attention to detail.
- Ability to be flexible and adapt to change.
- Demonstrated ability in the use of Microsoft Office 365, including Teams, Word, Excel, PowerPoint, and SharePoint.
- Valid PA driver's license.

### Preferred attributes:

- Prior project implementation experience.
- Prior application support experience.
- Knowledge of ERP applications (PeopleSoft), maintenance tracking or asset management systems.
- Experience with large, complex application deployments.
- Experience with software development.
- Experience with SQL script development.



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

Glenn Huetter  
Employment Department  
345 Sixth Avenue, 3<sup>rd</sup> Floor  
Pittsburgh, PA 15222-2527  
[GHuetter@RidePRT.org](mailto:GHuetter@RidePRT.org)  
EOE