

Information Technology Technician (Beckley)

Essential Functions of the Job

This position reports to the IT, Communications, and Security Manager and is directly responsible for maintaining, installing, repairing, all PC, network, security, telephone, retail, and camera equipment. Specific responsibilities include but are not limited to:

- Performs technical work to install, implement, and maintain multiple platforms and network applications
- Performs troubleshooting of hardware and/or software problems
- Preventive maintenance consisting of cleaning, lubricating, testing, repairing, and replacing equipment as scheduled
- Performs bench work repairs and testing
- Install, repair, and maintain all network, computer, security, and camera equipment
- Performs daily maintenance as called for by work orders and completes all work orders
- Ensure compliance with internet, workstations, and e-mail security policies
- Assists with training of assistants and equipment users
- Maintains Office 365 domain
- Maintains the transportation website
- Maintains the Intranet
- Maintain and program Parkways 2-way radios
- Performs other duties as assigned

Skills and Abilities

- Knowledge of software applications commonly used, including but not limited to, Microsoft Office, etc.
- Computer problem troubleshooting
- Maintain database/inventory of all equipment
- Preventive maintenance
- User telephone support
- Operation and repair of computers, printers, cameras, telephone, and network equipment
- Read and understand prints and manuals of electronic and computer equipment
- Diagnose and determine faulty equipment, make cost-effective decisions to replace and/or repair equipment as needed
- Install and repair network, telephone, security, and fiber optic cabling
- Operate electronic test equipment
- Ability to install wire cabling and conduit
- Ability to operate a motor vehicle
- Ability to plan, organize, and complete assignments and duties in a timely and orderly manner
- Work well with coworkers and public
- Maintain work order system
- Ability to work independently with minimal supervision
- Must be self-motivated

Physical Requirements

- Sitting and/or standing for long periods of time
- Walking, bending, climbing
- Reaching, squatting, stooping
- Crawling, kneeling
- Lifting, carrying, pushing, pulling
- Ascending and descending stairs

Equipment Used for Maintenance

- Multimeter
- PC
- Network analyzer
- Hand tools
- Fusion splicer
- Wire tracer
- Bucket truck

Equipment to be Maintained

- Computers
- Monitors
- Printers

- Servers
- Network switches
- Network routers
- Cisco ASAs
- Security gates
- Security alarms
- Access control
- Analog telephone system
- VOIP systems
- Cable modems
- Wireless access points
- Network security cameras
- Network video recorders

Method of Salary Compensation

This position is paid an hourly wage and is eligible for overtime at the direction and prior approval of the supervisor.

Work Schedule

Compensation is based on 40 hours per week with normal work hours from 6:00am to 4:00pm.

The scheduled start and end times may be changed for operational need at the discretion of

the supervisor. This position is subject to be on call and may be called out at any time to handle emergency situations.

Place of Duty

This position reports to the Beckley location with duties along the full length of the Turnpike.

This includes all Maintenance areas, toll barriers, rest areas, service plazas, Tourist Information Centers, and any other property owned by the Parkways Authority.

Education/Experience

- High school diploma or G.E.D.
- Must have a valid West Virginia driver's license
- 2 years of occupational experience in electronics, operation and repair of computers, and computer equipment

OR

- 4-year degree in an IT related field

Special Requirements

This position is a support function for all users within the Parkways, and you must be able to work well with others and have a positive customer service attitude to provide support.

- Must be able to work in confined and exposed areas
- Lift weights upwards of 50 pounds

- Must be comfortable with heights
- Perform outside work in all elements
- Must be able to pass background check and drug screening

Health

Overall good health with ability to withstand elements at times