



JOB TITLE: Information Technology Support Coordinator
DEPARTMENT: Information Technology
REPORT TO: Information Technology Manager
LOCATION: Lewisville, Texas; working at the Denton facilities, when needed
SALARY GRADE: 102
SALARY RANGE: DOQ (\$41,696.00 - \$52,120.00 annually)

LAST REVISION DATE: 11/2021
EEO: Professional
FLSA: Exempt, Full time

PURPOSE OF JOB

The IT Support Coordinator is responsible for providing support and guidance to users experiencing technical issues relating to computer hardware, software, peripherals, and mobile devices. This position will also support the audio/visual needs of the agency and onboard vehicle technology. Reporting to the Information Technology Manager, this individual will serve as the first level of response to all user issues.

ESSENTIAL FUNCTIONS

- Responsible for deployment, configuration, and troubleshooting of workstation hardware, mobile devices, and other IT peripherals such as printers, scanners, etc.
- Responsible for the onboarding experience of new hires, including equipment setup, training, and overview of DCTA information technology policies
- Monitors and responds to IT support tickets as first level of support and escalates as necessary.
- Deployment, configuration, and maintenance of Voice over Internet Protocol (VOIP) hardware.
- Supports DCTA's wireless infrastructure at all DCTA facilities and DCTA fleet vehicles
- Support on-board vehicle technology throughout DCTA's transit fleet, including tablets and CAD/AVL technology
- Installation, support, patching, and upgrades of software applications
- Manages and updates inventory of all DCTA information technology end user assets
- Creation and maintenance of Active Directory user accounts. Manages stale accounts and archives data as needed via retention policies.
- Manages Office 365 mailboxes, including creation, maintenance, and retention.
- Active implementation, monitoring, and enforcement of DCTA's IT security policies on an end user level.
- Supports DCTA's Audio/Video presentation systems. Assists with the set up of conference room technology for meetings and presentations. These responsibilities include live technical support of DCTA's board meetings, both live and remote/hybrid.
- Stays current on information technology trends and provides innovative ideas to fellow IT members in a collaborative environment
- Support and train remote workers based on DCTA's remote worker policies.
- Facilitate end user training on best practices, when necessary.
- Perform related duties as assigned

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Strong analytical and problem-solving skills.
- Thorough understanding of technology commonly used by clients and employees.
- Ability to explain technical problems to nontechnical employees.
- Ability to pick up on technical information quickly; can learn new skills and technical knowledge.
- Ability to conduct research into hardware and software issues and products as required
- Provide keen attention to detail.
- Work within a team-oriented, collaborative environment.
- Represent DCTA to external organizations and the public professionally.

The ideal candidate will:

- Possess a positive attitude, and practices good judgement while open to receiving/providing feedback
- Hold the ability to get along with others, individually and in a large group. Has the desire to care for the organization's well-being and for the co-workers he/she interacts with. Interested in partaking in group development and team building activities
- Be open to collaborate and work in a team-oriented and helping environment
- Possess an influential and welcoming communication style
- Foster a culture that values critical thinking and problem solving; and encourages constructive feedback, engagement, inclusion, and diversity at all levels

EDUCATION AND EXPERIENCE *(Any equivalent combination of education and experience)*

- Associate's/Bachelor's Degree from an accredited college or university with major course work in technology, communications, or other related discipline is preferred.
- Two (2) years of functional experience supporting users in an enterprise environment.
- Experience in configuring and supporting mobile devices that run both iOS and Android operating systems and working with mobile applications. Mobile device management software experience preferred.
- Experience with remote support tools and helpdesk ticketing systems in an enterprise environment is highly preferred.
- Must hold a current certification from a leading hardware or software manufacturer at the time of hire or must obtain certification within 12 months of hire. Certifications must stay current with industry standards. Example certifications include, but are not limited to CompTIA A+ or Microsoft MCSE/MCITP

Special Requirements: *Hold a current valid Texas Driver's License or have the ability to obtain one upon entry into the position. CDL preferred. Ability to work variable work hours. Available in the event of required emergency response.*

PHYSICAL ACTIVITIES: Physical activity includes, but is not limited to: on a continuous basis, sit at a desk for long periods of time; intermittently twist and reach office equipment; write or use keyboard to communicate through written means; lift moderate weight; reaching above the waist, reaching below the waist, and reaching waist to shoulder to reach inventory on shelves; repetitive motion and fingering when using a computer keyboard; talking and hearing when dealing with customers; and observation of transit projects and operations during field work along the right-of-way.

Additional perks and benefits that accompany full-time employment with DCTA:

- Telecommuting options available, if suitable for your position.
- Flexible office hours are permitted, given a regular 8-hour workday that brackets the agency's core hours from 9:00am – 4:00pm (i.e. 7:30 am to 4:30pm, or 9:00am to 6:00pm). These flex hours are coordinated with your supervisor.
- One 8-hour paid day off for your birthday.
- Employee portions of Medical and Dental benefits are 100% paid by the employer.
- If you have utilized a Proportionate Retirement Program in the past, the service time transfers to DCTA's retirement system, TCDRS. The following systems apply:
 - Texas Municipal Retirement System (TMRS)
 - Employees Retirement System (ERS)
 - Judicial Retirement System of Texas (JRS)
 - Teacher Retirement System of Texas (TRS)
 - City of Austin Employees Retirement System (COAERS)
- Expanding time-off accruals: 12 days of vacation time accrued for the first year, increasing by one day each year, with a max of 17 days annually. Additionally, employees earn 12 days of sick time each year, 1 personal day, 2 floating holidays, 1 birthday, 8 fixed holidays, and the ability to earn two additional days off through the Wellness Program.
- Regional transit passes (bus and rail) for you and your immediate family.
- DCTA strives to continually improve our Servant Leadership culture. We pride ourselves in having an open, caring, and communicative community of employees, with the drive to help build each other up.
- Flexible dress code: business casual, allowing jeans every day (unless otherwise specified for external/special meetings, events, etc.).
- Extensive Wellness Program, including several opportunities to volunteer with the agency, sporadic lunch and learn events, chair massages, the potential to earn two extra days off each year, and continual efforts to improve wellness throughout the agency.