



JOB TITLE: Desktop and Application Support Specialist
DEPARTMENT: Transit Operations
REPORT TO: Director of Information Technology
SALARY GRADE: 103
SALARY RANGE: DOQ (\$45,904.29 - \$52,000.00 annually)

LAST REVISION DATE: 01/2019
EEO: Professional
FLSA: Exempt, Full-time

PURPOSE OF JOB

Provides information technology support for end users at all levels of the organization. This position will be responsible for maintaining and updating DCTA's desktop and mobile user experience. This includes supporting and deploying workstations, software application support, onboard vehicle technology, desk phones, Audio/Video technology, and other mobile devices throughout the organization. This individual will assist with the implementation of IT policies and procedures to ensure system provisioning, maintenance, and security that is consistent with agency goals, industry best practices, cybersecurity initiatives, and regulatory requirements. This position will also work under the supervision of Director of Information Technology and in conjunction with other members of the information technology staff to ensure timely support and proper escalation procedures.

ESSENTIAL FUNCTIONS

- Reports to the Director of IT to implement the information technology initiatives of DCTA
- Responsible for deployment, configuration, maintenance, and troubleshooting of workstation hardware, mobile devices, and other end user IT peripherals (printers, scanners, display equipment, etc.)
- 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. Works closely with the Network Administrator to escalate voice issues to vendors as needed.
- Supports DCTA's wireless infrastructure at all DCTA facilities and DCTA fleet vehicles
- Installation, support, patching, and upgrades of on-premise software applications
- Supports user cloud applications
- Manages and updates inventory of all DCTA information technology end user assets
- Plays an active role in DCTA's Active Directory infrastructure through the creation and maintenance of user accounts. Manages stale accounts and archives data as needed via retention policies. Manage end user accounts, permissions, access rights, and storage allocations in accordance with best-practices regarding privacy, security, and regulatory compliance. Manages Microsoft Exchange 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.
- Stays current on information technology trends and provides innovative ideas to fellow IT members in a collaborative environment
- Provides support to end users at all DCTA operated facilities
- End user training on best practices
- Perform related duties as assigned

Ability to:

- Ability to demonstrate a working knowledge of enterprise workstation hardware, software, and associated equipment.
- Communicate clearly, concisely and effectively, both orally and in writing, with all internal and external stakeholders and including the general public.
- Ability to use rigorous logic and methods to solve difficult problems with effective solutions.
- Ability to pick up on technical information quickly; can learn new skills and technical knowledge.
- Adept at reading, writing, and interpreting technical documentation and procedure manuals.
- Ability to conduct research into hardware and software issues and products as required.

- Ability to present ideas and solutions in user-friendly language.
- Ability to be highly self-motivated and proactive.
- Provide keen attention to detail.
- Work within a team-oriented, collaborative environment.
- Able to provide quality customer service to the internal customer.
- Ability to manage a complex workload and to plan and prioritize.
- Effectively manage independent vendors to accomplish tasks and meet deadlines.
- Understand, interpret, and apply laws, rules, policies, procedures, budgets, contracts, and labor/management agreements.
- Represent DCTA to external organizations and the public professionally.
- Possess an influential and welcoming communication style
- 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 a positive attitude, and ability to practice good judgement, while open to receiving/providing feedback
- 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.
- Three (3) years of functional experience supporting users in an enterprise environment.
- Experience working with enterprise workstation hardware, printers, scanners, and mobile devices.
- Extensive experience with workstation operating systems ranging from Windows 7 to Windows 10.
- Experience supporting Microsoft Office products, Office 365 experience preferred.
- Experience supporting enterprise applications such as enterprise planning resource (ERP) products and financial software packages. Experience working with software vendors to properly escalate support issues.
- 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 managing users in an Active Directory environment is required, group policy management experience preferred.
- VOIP/PBX platform experience to support our telephony infrastructure
- 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.