

ERIE METROPOLITAN TRANSIT AUTHORITY
POSITION PROFILE

TITLE: IT Support Technician

REPORTS TO: Director of Grants and Planning

APPROVED BY: _____

GRADE: __To be determined_____

INCUMBENT SIGN-OFF: _____

DATE ASSIGNED: _____

REVISION DATE: SEPTEMBER 2022

I. POSITION PURPOSE:

To support and assist EMTA with information technology updates; security of IT systems; programs; compliance with IT protocols and procedures.

II. DUTIES AND RESPONSIBILITIES:

The essential functions of the job include but are not limited to the following:

1. Assists in the development and maintenance of information security programs and documentation.
2. Recommends enhancements to information security program based.
3. Executes recommended remediation strategies and tactics to mitigate and minimize technical and procedural vulnerabilities.
4. Reviews security system logs and reports any irregularities or issues and analyzes log files and other information to determine best methods for identifying the cause of information security breaches.
5. Performs incident triage to determine scope, urgency, and impact of data breach and reports incidents passed on escalation procedures to relevant parties.
6. Conducts security testing of systems.
7. Assists in the review of physical controls to ensure sufficient protection of organization facilities and assets.
8. Performs access reviews to maintain the correct level of user privileges.
9. Interfaces with other IT staff (VNET) and stakeholders to support the maintenance of identity management systems, products, applications, and platforms.
10. Functions as a lead worker for technical work by training employees in various areas of IT functions.
11. Performs system upgrades and enhancements on a regular and consistent basis to ensure security of all systems.
12. Troubleshoots technical issues as they arise throughout the agency and offers remedies to issues.
13. Performs back up and recover of data to ensure confidentiality, integrity, and availability of data aligned with established data frameworks.

14. Must be able to juggle multiple projects and assign priorities for operational need. Experience with time management is critical.
15. Other duties as assigned.

III. REPORTS PREPARED:

1. Monthly IT Report for operations.
2. As needed for VNET.
3. As needed for various audits.

IV. INTERFACE:

INTERNAL: Must interface positively with all employees, board members, contractors, and vendors.

EXTERNAL: Must maintain positive interface with suppliers, customers, riders, and the community.

V. QUALIFICATIONS:

EDUCATION: Required 2-year associate degree in IT along with 2 years IT experience OR a 4-year degree in IT/network administration or similar degree.

EXPERIENCE: 2 years' experience in IT support, network administration, customer support, help desk etc. Demonstrated IT experience with maintaining systems, troubleshooting IT issues, performing upgrades, setting up new desktops/laptops, Ipads, etc. Demonstrated experience with scan to email interface, network servers and more.

VI. SPECIAL REQUIREMENTS

1. Must have successful experience in information technology, system upgrades, VPNs.
2. Excellent verbal and written communication skills.
3. Proven ability to work well with all employees at various levels of IT experience.
4. Ability to work independently, prioritize work and manage multiple priorities on a deadline.
5. Good organization and time management skills.
6. Strong interpersonal skills- ability to connect with people from a variety of backgrounds.
7. Computer literate, including word processing and spreadsheet programs, and ability to learn new programs. Web site experience.
8. Ability to network with Velocity net and still provide independent IT support to EMTA on a daily basis.

VII. EQUIPMENT UTILIZED:

1. Personal computer-laptop
2. Cell phone

VIII. POSITION DIMENSIONS:

1. Number of employees directly supervised: 0
2. Number of employees indirectly supervised: 0

Must be able to pass criminal background check, Motor vehicle check (MVR), pre-employment physical and drug screen. Must be able to obtain child abuse clearances prior to start of employment.

Note: Erie Metropolitan Transit Authority reserves the right to modify this job description at any time.