



Company Name: Capital Area Transit System

Title of Position: IT Helpdesk Technician

Position Type: Full time

Pay Range: \$45,000.00 - \$50,000.00

**Description of Responsibilities:**

- Performs basic problem solving and assistance on various software applications and hardware systems
- Provide individual instruction and/or training to users on new or updated technologies.
- Performs routine technical assistance and maintenance duties.
- Maintains and updates record keeping system; may document projects and maintain user instructions.
- Assists with tracking inventory levels of equipment and materials; performs data entry and maintenance of records such as, but not limited to, project documents, user instructions and general reports and/or systems errors.
- May input billing information into a record keeping system.
- Performs routine technological systems support, maintenance, and testing for proper upkeep of systems; troubleshoots and resolves general system hardware, software, and network failures and conflicts.
- Assists with the review, evaluation and recommendation of solutions relating to hardware and software acquisitions and/or network updates.
- Assists with research and development initiatives and in the implementation of new technologies.
- Assists with the implementation of technology projects with moderate scope and impact.
- Assists with the installation, configuration and maintenance of computers, workstations and/or other related equipment and devices.
- Maintains currency of knowledge with respect to technology, equipment, applicable laws, regulations, standards and/or systems.
- Performs miscellaneous job-related duties as assigned.

**Required experience/skills:**

- Knowledge of a wide range of computer systems software, applications, hardware, networking, and communications.
- Ability to perform routine preventive maintenance on systems software, applications, hardware, networking, and communications.

- Knowledge of current technological developments/trends in area of focus.
- Records maintenance skills.
- Ability to provide direction to staff and/or student to resolve technological issues.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to determine computer problems and to coordinate hardware, software, and/or network solutions.
- Ability to analyze and resolve basic computer problems.
- Ability to communicate technical guidance and instruction to users on the use of PC and/or mainframe applications and systems.

**Preferred Experience:**

- Associate's degree in Information Technology, Computer Science and 1-3 years IT support or an equivalent combination of education and experience
- Knowledge of the following:
  - Active Directory
  - Office 365 (All Software)
  - Powershell
  - Cisco
  - Ubiquiti
- Use of Tyler/Munis ERP software is preferred

**How to apply:**

Please submit a cover letter and resume to: [catscareers@brcats.com](mailto:catscareers@brcats.com). Applications and resumes will be received until suitable candidate(s) are selected.

For information on Capital Area Transit System, including more information on employee benefits and our company culture, visit our website at [www.brcats.com/careers](http://www.brcats.com/careers).

*CATS is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*