



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

**JOB POSTING – #2022-05**

**CLOSING DATE: OPEN UNTIL FILLED**

**Job Title:** IT Support Technician

**FLSA Status:** Non-Exempt

**Work Location:** 5658 Bear Lane; various locations

**Department:** MIS/IT

**Reports To:** IT Systems Administrator

**Grade: 22 Salary:** \$24.89-\$40.57  
(Min-Max)

**General Summary:** Under the direct supervision of the IT Systems Administrator, this position will provide technical assistance to computer users. Answer questions or resolve computer problems for employees. Will also assist the IT staff with maintaining local area network hardware, software and telecommunications services such as personal computers, system software applications, printers, switches, modems, wide area networks (WAN) equipment, radio communications, telephone equipment, and cabling.

**Essential and Marginal Job Functions:** Essential and other important responsibilities and duties that must be performed, with or without reasonable accommodation may include, but are not limited to, the following:

- Perform regular maintenance on end user systems.
- Responds to the needs and questions of network users concerning their access to resources on the network and operation of various software programs.
- Provides CCRTA staff computer support for email, file storage and software programs.
- Respond to assigned help desk tickets and provide solutions for reported customer problems.
- Assist the Electronics staff when needed with on-board Equipment and Bus video requests when required.
- Identify the causes of networking problems.
- Oversees the daily performance of computer systems.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Configure and evaluate local area network (LAN) and wide area network (WAN) performance data to ensure sufficient availability or speed, to identify network problems.
- Configure security settings or access permissions for groups or individuals.
- Provide telephone support related to networking or connectivity issues.
- Troubleshoot network or connectivity problems for users or user groups.
- Maintains a dependable attendance record.
- Complies with Regional Transportation Authority policies and procedures.
- Establishes and maintains effective professional working relationship with those contacted in the course of work.
- Wears personal protective equipment and complies with safety regulations.
- Maintains confidentiality and interacts with others in an effective professional manner.
- Performs other duties as assigned.

*It is the CCRTA's business philosophy and practice to provide reasonable accommodation to the known physical or mental disabilities of qualified individuals, according to applicable state and federal law. To request a reasonable accommodation regarding application for employment or the performance of the essential functions of your job, please contact the Human Resources Department at (361) 289-2712.*

**Qualifications include:**

**Knowledge of:**

- Strong computer and networking skills;
- Computer networking programs, systems, languages, principles and technology;
- Technological developments/trends in area of expertise;

- Microsoft Office applications
- Computers and other communications equipment;
- Demonstrated superior verbal and written communication skills;
- Demonstrated problem solving skills; and
- Correct English usage, spelling and vocabulary.

**Ability to:**

- Complete an assigned job;
- Work independently on the tasks provided;
- Accurately complete projects;
- Interact courteously and effectively with a diverse internal customer base;
- Work immediately before, during or immediately after an emergency as required as part of the CCRTA's Emergency Response Team to provide emergency services to the general public during emergency situations;
- Communicate effectively both verbally and in writing;
- Willingly foster a positive work environment;
- Understand and follow oral and written instructions; and
- Comply with Regional Transportation Authority policies and procedures.

**Skills:**

- Read and interpret service and instruction manuals; and
- Proficiency in computer database application(s).

**Experience and Training Requirements:**

This position requires any equivalent combination of the following training, education and experience that provides the individual with the required knowledge, skills, and abilities to perform the job.

- **Education:** Associate degree from 2-year college; Certificates in CompTIA A+, Network+ and Microsoft preferred
- **Experience:** Minimum two (2) years of directly related experience in Windows and help desk strongly preferred
- **License or certificate:** Possession of an appropriate, valid TX Driver's License on the date of application as required for position to operate CCRTA vehicles.
- **Other Requirements:** Must be at least 21 years of age. Any job offer and continued employment is contingent upon completing and passing a pre-employment job agility evaluation, Department of Transportation physical, drug and alcohol screen and background investigation with not more than two moving violations or accidents in the past three years, no more than one DWI/DUI in a lifetime, and no DWI/DUI in the past five years. Must possess own hand tools. Extensive paid training provided for advancement to Journeyman Mechanic.

**Working Conditions and Physical Requirements:**

Works primarily in a typical, climate controlled office environment. Average amount of overtime and extended work hours are required. The noise level in the work environment is usually moderate. While performing the duties of the job, the employee occasionally works in outside weather conditions. Standard physical activity includes, but is not limited to, sitting, standing, and walking activities. Essential & marginal functions require maintaining physical conditions necessary to carry/lift/push or pull loads up to 50lbs, long periods of sitting, repetitive movements, frequent standing, crouching, kneeling, twisting, reaching, bending and lifting while installing or servicing computer equipment.

*CCRTA is proud to be an Equal Employment Opportunity Employer, supporting diversity in the workplace.  
M/F/D/V*