SPORTS & EXHIBITION AUTHORITY
OF PITTSBURGH AND ALLEGHENY COUNTY

JOB TITLE: Computer Support Technician

DATE UPDATED: 07/09/2024

EXEMPTION STATUS: Exempt

The Sports & Exhibition Authority (SEA) develops first class sports, entertainment, recreational, and convention venues to benefit Pittsburgh's economy and improve quality of life.

<u>**GENERAL:**</u> The SEA Computer Support Technician works under the Director of Information Systems to provide technical assistance to computer users including network administration, hardware, software, website upkeep, electronic email, training users, and purchasing of equipment. Provides help desk and end user support. Interfaces with users by phone or onsite to resolve questions or problems quickly.

Duties and Responsibilities:

- Provide technical installation, break/fix and maintenance support for all PCs, hardware and software and related peripherals including network and local printers, scanners, and network switches.
- Answer users' inquiries from multiple locations such as SEA staff, David L. Lawrence Convention Center (DLCC) facility management firm, DLCC caterer, parking operator, and other management companies at the DLCC and SEA properties regarding computer software and hardware operations to resolve problems.
- Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.
- Responds to help desk calls, diagnoses reported problems, develops, and implements solutions to reported problems. Responsible for quality and timeliness of work performed.
- Responsible for the daily performance of computer systems.
- Assists in administering user accounts, which includes add/change/delete of user accounts and profiles, access to applications and/or databases, printing profiles and security profiles.
- Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.
- Training – Installation of new software packages or existing software, training for new employees on network issues, internet, telephone and voice mail.
- Refer major hardware or software problems or defective products to vendors or technicians for service.
- Read technical manuals, confer with users, and conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
- Perform other duties as required and requested.

Qualifying Requirements:

EDUCATION/WORK EXPERIENCE/KNOWLEDGE:
- Associate degree in computer science, information technology or equivalent related work experience preferred (4 years)
- Minimum of one year experience supporting PC/Servers hardware and software, peripheral/installation/maintenance local and wide area networks, and telephone PBXs.
- Certifications in Microsoft are a significant plus.
- Advanced training in PCs/Servers and troubleshooting/repair is highly preferred.
- Excellent, proven problem-solving skills.
- Must be able to work flexible schedule (occasional weekend/evening on duty)
- Knowledge of personal computer hardware and software with particular emphasis on the following: Microsoft Operating Systems, Office 365, and email systems.
- A strong understanding of the installation and support of the following systems is preferred: PCs, LAN/WAN, and phone systems.
- Experience with Kaseya and Office 365 a significant plus

POSITION WORKING CONDITIONS/PHYSICAL DEMANDS *(Included but are not limited to)*

- Extensive sitting, focusing on and operating a personal computer for much of the day.
- Walking through facilities to problem areas.
- Ability to read printed words and numbers in printed form and on computer/terminal monitor.
- Communicate by telephone for up to 30 minutes at a time on a daily basis.
- Occasional lifting up to 50 lbs.

WORKING ENVIRONMENT/CONDITIONS

- Office environment.
- Occasional travel to different local facilities.
- 40 hours per week (occasional night/weekend support)
- Must have own transportation (traveling between locations is required), including a valid driver's license.
  ### RESIDENCY REQUIREMENT

- Must live or be willing to relocate to Allegheny County

SALARY : Based on experience

RESUMES CAN BE SENT TO hr@pgh-sea.com

7/9/2024