WEST VIEW WATER AUTHORITY
210 Perry Highway
Pittsburgh, Pennsylvania 15229
Administrative (412) 931-3292
Customer Service (412) 931-3500
Customer Information www.westviewwater.org

West View Water Authority
Position Description

Job Title:	Information Technology Support Specialist
Department:	IT Department
Supervisor:	Information Systems Manager

Job Summary

This position serves as the first point of contact for technical support, assisting Authority employees with day-to-day computer issues and questions. The Information Technology Support Specialist handles routine troubleshooting, user account maintenance, and general IT requests while escalating more complex problems to senior technical staff as needed.

Specific Duties

1. Respond to technical support requests from employees through phone calls, emails, and walk-up assistance, providing friendly and patient service.

2. User management of employee accounts across the Authority's various systems.

3. Handle all aspects of printer support including replacing toner cartridges, rollers, and fusers, updating firmware, and resolving common printing problems.

4. Assist users with Microsoft Office applications. Primarily Word, Excel, Access, and Outlook - helping them understand features as well as troubleshooting any issues.

5. Set up new computers, laptops, and equipment for employees, ensuring everything is properly connected and working. Maintain and troubleshoot any existing equipment.

6. Install software and updates on workstations when requested by users or management.

7. Keep track of IT equipment and supplies, including maintaining records of computers, monitors, mobile devices, tablets, and software licenses throughout the Authority. Maintain records of consumable inventory such as peripherals, hardware for mobile devices/tablets (charging, cases, screen protectors), printer toner, etc.

8. Write up solutions to common problems for the team's knowledge base so others can reference them later.

9. Assist with larger IT projects when extra hands are needed - things like system/software deployments, infrastructure upgrades, hardware deployments, or office moves.

10. Provide basic training to staff on how to use standard programs and IT systems.

11. Performs other related duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by the incumbents of the job. Incumbents may be required to perform job-related tasks other than those specifically presented in this description.

Qualifications and Job Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate degree in Computer Engineering, Information Systems/Technology, Computer Science, or related field or equivalent experience. Well versed in the complete Microsoft Office Suite of programs, especially Word and Excel. You should have experience helping people with computer problems in a Windows environment. Familiarity with the Microsoft Office programs is a must. If you've worked with help desk ticketing systems and remote support tools, preferred. Entry level certifications preferred, but not required.

Language Skills

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customer, and the public.

Mathematical Skills

Basic business mathematics skills are required. Ability to apply concepts such as fractions, percentages, and proportions to practical situations.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to solve practical problems and address multiple variables in situations where standardization may be limited. Ability to interpret instructions furnished in written, oral, or diagram form. Ability to prioritize multiple support requests and manage time effectively.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms. The employee is occasionally required to stand, walk, sit, and climb or balance.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The noise level in the work environment is usually quiet.