

Senior Help Desk Analyst



The Regional Transportation Authority (RTA), located in downtown Chicago, is currently accepting applications to fill the position of **Senior Help Desk Analyst**.

Under the direction of the Manager, Infrastructure and Technology, the incumbent is primarily responsible for providing help desk support for the RTA computer systems, ensuring the availability of the systems to end-users and maintaining the functionality of all components and applications. The incumbent is also responsible for the general upkeep of the two data centers. This tech savvy Help Desk Analyst will be the 'go-to' person, resolving technical issues at a variety of levels.

Responsibilities include but are not limited to:

1. Provides end-user support for hardware, software and telecommunication issues. Installs, troubleshoots, configures and tests software and hardware. Provides training to end-users in the use of, and protection of, information technology resources. Maintains orders and distributes software and hardware for end-users and orders supplies.
2. Resolves hardware problems and maintains contracts for the repair and support of all hardware. Directs and coordinates the services of contractors for problems that cannot be resolved in-house.
3. Installs, deploys, assembles and configures computers, laptops, monitors, network infrastructure and peripherals, such as printers, scanners and related hardware. Pulls cables and rewires or directs the rewiring of cables, as needed, for new installations and office reconfiguration.
4. Assists in instructing RTA staff in the use of standard business and administrative software, including word processing, spreadsheets and database management. Provides written documentation, as needed.
5. Assists with the planning, design, research and acquisition of new or upgraded hardware and software systems; maintains current knowledge of hardware, software and network technology; and recommends modifications, as needed.
6. Maintains departmental purchasing documents/files for computer hardware and software; tracks purchases to ensure receipt of product; and processes paperwork for payment. Maintains and tracks Information Technology Department inventory.
7. Updates critical software for the workstations, printers, and scanners as directed by the Manager, Information Technology. Updates the record of all installed software.
8. Serves as backup to the Information Technology Staff when needed. Also supports RTA end-users at the Service Boards. Participates as a member/liaison of a project, strategy, or special event.
9. Creates/revises IT HelpDesk and end user processes, procedures and task oriented documentation; and contributes as a co-author to ITS Knowledge Base articles.
10. Creates/updates simple OS updates and applications for deployment via electronic software distribution solution(s) and master system deployment images.
11. Provides Network Operations Center (NOC) support in general upkeep of the two data centers, helps systems administrators in the installation/removal of servers and network equipment, and coordinates with the contractors for the HVAC equipment maintenance. No special technical knowledge required for this task but good organizational and team work skills needed.
12. Provides tape backup administration for the Symantec Backup Exec 2012 in terms of running the backups according to the schedule and tape rotations. Work with the third party vendor to maintain a consistent rotation of backup tapes at their off-site location.
13. Serve a rotating shift at the IT HelpDesk service desk, monitoring e-mail, phone and a service request tracking system for new service requests.

Knowledge, skills, and abilities equivalent to a Bachelor's Degree in Computer Science, or a related field, or equivalent work experience. A+ and any Microsoft certification (for example MCSA, MCSE) preferred. A minimum

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of three (3) years of specific experience supporting end-users in a comparably-sized environment. Experience with Microsoft Windows operating systems, Apple Macintosh operating systems, and software applications.

Demonstrated proficiency in the following:

- Experience supporting environments with: Microsoft Windows 7 and 10, Microsoft Office 2010 and 2016, Microsoft Exchange Server, Active Directory, Office Hardware, and Security architecture.
- Must have experience in imaging and deploying new workstations to the end users.
- Must have excellent troubleshooting skills in Windows 7 and 10 OS.
- Must have experience and troubleshooting skills in MS Word, Excel, Power Point and Adobe products.
- Must be experienced in Active Directory and be able to create, modify accounts.
- Must have used Microsoft Exchange and be able to install, troubleshoot Outlook.
- Must be able to maintain helpdesk ticketing software. RTA uses Footprints service core.
- Knowledge and good understanding of patching the end user workstations and troubleshooting issues caused by patches.
- Understanding of tape backups using Symantec backup exec and be able to run the backups and do the tape rotation according to the set schedule.
- Strong written/verbal skills are essential.
- Knowledge and experience with peripheral equipment to support desktop printers, scanners, projectors, and other equipment.
- Intermediate customer support background and experience

Demonstrated ability to work well with a variety of individuals and diverse populations with minimum supervision. Excellent communication skills with the ability to explain problems and solutions clearly to end-users in non-technical terms and have the ability to work calmly and professionally under pressure. Must be highly organized, flexible and detail orientated and have the ability to work both independently and in teams. Must be able to maintain confidentiality.

Work is performed in a normal office environment except that the server room may be cooler than a normal office. Work involves periodic lifting and moving of computer equipment weighing up to 75 pounds as required to install, remove items for service or inventory equipment. This position requires periodic after hours and weekend duty and the incumbent must be able to work a flexible schedule.

The RTA offers a competitive compensation and benefits package. The RTA reimburses for travel at the federal rate for mileage reimbursement. Relocation is not available. For more information about the RTA, visit our website at www.rtachicago.com.

Minimum Salary: \$56,000

Please submit a cover letter, resume and salary history to:

Regional Transportation Authority
Human Resources, Attn: 17-SHDA
175 W. Jackson, Suite 1650
Chicago, IL 60604

To apply online, go to: <https://rtaweb01prd.rtachicago.com/jobposting/?job=196>

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