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## **Job Opportunity Announcement**

### **PTC Technical Support Administrator**

NICTD intends to hire a Positive Train Control (PTC) Technical Support Administrator to implement the technical support requirements for PTC. This person will play a key role in the establishment of a functional PTC System. This person will also assist in the development and training of other PTC Technical Support Administrators who will provide 365/7/24 implementation and troubleshooting services once the PTC System is fully operational. Follow-up assignments will include the on-going oversight of the PTC System, including periodic updates, network monitoring, system troubleshooting, and related diagnostics.

A PTC Technical Support Administrator must have excellent technical knowledge and be able to communicate effectively about problems and solutions. They must also be customer-focused and patient with difficult customers.

#### **Description of Duties:**

- Overall pro-active responsibility for the timely and successful implementation of the technical support functions of the PTC System.
- Serves as the first point of contact for customer technical assistance.

- Performs remote troubleshooting through diagnostic techniques and pertinent questions to customers.
- Research, diagnose, troubleshoot and identify solutions to system issues.
- Follows standard procedures for timely and proper escalation of unresolved issues to the appropriate internal teams.
- Direct unresolved issues to the next level of support personnel.
- Provide accurate information on PTC products or services.
- Pass on feedback or support issues to the appropriate internal team; identify and suggest possible improvements on procedures.
- Use remote desktop connections to provide immediate support.
- Diagnose and troubleshoot technical issues, including account login and network configuration.
- Timely track computer system issues through to resolution.
- Talk clients through a series of actions, either via radio, phone or email, when necessary to resolve a technical issue.
- Develop accurate solutions through reference to internal database or external resources.
- Properly record events, problems, and solutions in the PTC database and logs.
- Prioritize and manage several open issues at one time.
- Follow up with clients to ensure their PTC systems are fully functional after troubleshooting.
- Maintain professional relationships with customers and other stakeholders.
- Prepare accurate and timely reports.
- Document technical knowledge in the form of notes and manuals. Oversee and provide guidance to the PTC System Integrator on a daily basis including, but not limited to, problem resolution, contract application, schematic interpretations, specification field adjustments, testing, validation, verification, and such other tasks as may be needed to ensure that the PTC System installer is performing its installation duties consistent with delivery schedules and product specifications.

- Works closely with the PTC System stakeholders on the Operations Transportation, Mechanical and Engineering departments.
- Supports diversity and equal opportunity initiatives.
- Performs other duties as assigned.

**Position Requirements:** The following skills will be considered in the selection of candidates for interviews:

- NICTD solicits applications from candidates with an associates or higher degree majoring in electrical engineering, or electrical engineering technology, industrial engineering with emphasis on electrical systems, or comparable major. Persons still enrolled in coursework and pending graduation on or before July 2019 are eligible for consideration. Relevant practical and/or military experience of five (5) or more years may be substituted in lieu of college coursework or degree.
- Working knowledge, study, or internships relating to railroad signal and communication systems and computer systems with or without supervisory experience.
- Demonstrated in-field leadership in troubleshooting and assisting others with system maintenance or project management is preferred but not required.
- Genuine interest in electrical issues as shown through internships, volunteer projects, or other work or non-work activities is preferred but not required.
- Experience in the development and implementation of industrial training programs is preferred but not required.
- Able to multi-task among competing and changing priorities while maintaining a pleasant disposition. Superior communication and listening skills; able to write objective, fact-based memos and reports.
- Must be competent in using Microsoft Windows and Microsoft Office. Familiarity with MS Access or similar software is preferred. Must be adaptable to learning new software. Competent, comfortable, and keenly interested in

software relating to network monitoring systems, asset management, project planning/scheduling, and productivity evaluation.

- Valid driver's license with an insurable driving record under the District's fleet policy is required. Reliable transportation to and from Michigan City, Indiana, in all types of weather is required.
- Willing to work indoors and outdoors; occasionally varied shift hours, occasionally varied days off, some holidays if operationally necessary and extended hours based on the needs of the service. Will participate in weekend duty rotation.
- Superior safety, attendance, and work service records.

Selection is also subject to satisfactory results from a post-offer physical examination (including drug and alcohol screening tests) and a post-offer background evaluation (including criminal and trust-related criteria).

**Schedule:** While the PTC Technical Support Administrator can expect to primarily work a combination of a 12 hour Saturday and Sunday shift plus two 8 hour days during the week, work may occasionally be required on different shift for coverage. Schedules and assignments are subject to change based on the needs of the service, PTC System progress, and staffing requirements for the department.

The successful applicant can expect off-duty calls from PTC managers as well as calls for help with situational emergencies.

**Supervision:** The position reports to the PTC Technical Support Supervisor.

**Salary and Benefits:** Salary is expected to be set in the range of \$45,000 to \$55,000. Actual salary will be based on skills, experience, and consistent with pay structure for others in comparable assignments. Health care, dental care, vacation, holidays, supplemental pension plan, Railroad Retirement Board benefits, and comp time are some of the benefits available. Credit for time served in other railroad employment, including approved military leaves, will be applied in determining vacation day entitlements. Relocation benefits are not available.

**Work Environment:** The employee occasionally may be exposed to fumes or airborne particles. The noise level ranges from quiet to moderately loud.

**How To Apply:** Submit a written resume outlining education, training, experience, and work history. An informal copy of your transcript can be supplied with these materials or at the time of the interview. A cover letter outlining the reasons why you are interested in working as a PTC Technical Support Administrator and why you believe you are best qualified is encouraged but not required. The mail or hand-delivery address is: PTC Technical Support Administrator Opportunity, Attn: Director – HR&LR, 601 North Roeske Ave., Michigan City, IN 46360. The e-mail delivery address is: [bjarne.henderson@nictd.com](mailto:bjarne.henderson@nictd.com). This is a rolling application process. Qualified applicants will be notified if selected or declined for an interview. **Note: Apply early to ensure consideration. The District reserves the right to fill the position with a qualified candidate at any time.**

Phone calls and walk-ins requesting consideration or expressing interest are not accepted. The District assumes no responsibility for late or undelivered materials. Persons who desire to assure deliveries of their requests for consideration are encouraged to hand deliver their materials or send them by certified mail.

**Questions:** Contact Bjarne Henderson, Director of Human Resources & Labor Relations, at (219) 874-4221, ext 223; e-mail: [bjarne.henderson@nictd.com](mailto:bjarne.henderson@nictd.com).

***NICTD is an Equal Opportunity Employer***