



Job Opportunity Announcement

Help Desk Technical Support Administrator

NICTD intends to hire a Help Desk Technical Support Administrator to help operate and maintain its business information technology (IT) and positive train control (PTC) systems. Help Desk Technical Support Administrators provide 365/7/24 implementation and troubleshooting services for all of the District's employees and their associated computer systems. Other assignments include real-time oversight of all systems, periodic updates, network monitoring, system troubleshooting, and related diagnostics. Applicants 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 operation and maintenance of the District's IT and PTC systems.
- Must have calm temperament and patient attitude at all times when working with customers and stakeholders.
- 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 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 technical issues.
- 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 assets are fully functional after troubleshooting.
- Maintain professional relationships with customers and other stakeholders.
- Prepare accurate and timely reports.
- Works closely with the PTC System stakeholders from the Operations, Transportation, Mechanical and Engineering Departments.
- Supports diversity and equal opportunity initiatives.
- Performs other duties as assigned.

IMPORTANT NOTE: First preference is for candidates who are vaccinated for COVID-19 or who have evidence of a bona fide medical or religious exemption from the vaccine. Candidates who are presently undergoing vaccination for COVID-19 also receive first preference in consideration. All persons accepted for employment must be willing to participate in mandatory weekly self-testing for COVID-19 and its variants unless medically exempted.

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

- NICTD solicits applications from all persons with electrical, computer, and customer service experience – with preference for persons experienced in troubleshooting computer and electrical system components and systems. Not sure this is you? Please apply and allow the Hiring Committee to evaluate whether your skills are sufficiently aligned for your potential success in this opportunity.
- Working knowledge, study, or internships relating to railroad signal and communication systems and computer systems with or without supervisory experience is helpful but not required. Railroad experience is not necessary but helpful. We'll "train" you on what you need to know about railroads.
- Demonstrated in-field leadership in troubleshooting and assisting others with system maintenance or project management is preferred.
- Genuine interest in electrical issues as shown through internships, volunteer projects, or other work or non-work activities is preferred.
- Experience in the development and implementation of industrial training programs is preferred.
- 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. May 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: Interested candidates must be willing to work weekday and weekend coverage and all shifts (morning, afternoon, and overnight). 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 must accept off-duty calls from their manager for help with situational emergencies.

Supervision: The position reports to the Help Desk Technical Support Supervisor.

Salary and Benefits: The salary range for this opportunity is \$44,000 to \$52,000 and will be set 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 will be in an office environment unless system requirements trigger a need to work in another indoor or outdoor work area. The noise level ranges from quiet to moderately loud.

How To Apply: Submit a written resume outlining education, training, experience, and work history. A cover letter outlining the reasons why you are interested in working as a Help Desk Technical Support Administrator and why you believe you are best qualified is encouraged but not required. The mail or hand delivery address is: Help Desk 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@nicted.com. Qualified applicants will be notified if selected or declined for an interview. **Note: This is a rolling application process. Apply early to ensure consideration. The District reserves the right to fill the position with a qualified candidate prior to the application deadline.**

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@nicted.com.

NICTD is an Equal Opportunity Employer