



Job Opportunity Announcement

PTC Weekend Technical Support Administrator

NICTD intends to hire a Positive Train Control (PTC) Weekend Technical Support Administrator to help implement PTC technical support. This person will play a key role in the establishment and maintenance 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 for the PTC System. Follow-up assignments will include on-going oversight of the PTC System, including periodic updates, network monitoring, system troubleshooting, and related diagnostics.

A PTC Weekend 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.
- Must have calm temperament and patient attitude at all times when working with customers and stakeholders 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 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 PTC systems are fully functional after troubleshooting.
- Maintain professional relationships with customers and other stakeholders.
- Prepare accurate and timely reports.
- During construction of PTC System, this person will assist with the document of technical knowledge in the form of notes and manuals.
- 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.

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

- NICTD solicits applications from all employees who have electrical, computer, and customer service experience – with preference for persons experienced in troubleshooting computer and electrical system components and systems. If you are not sure that you have the requisite qualifications, 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.
- 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: The anticipated schedule is a forty (40) hour work week consisting of twelve (12) hour shifts on Saturdays and Sundays and two (2) eight (8) hour shifts covering vacancies on an as needed-basis on two (2) of the other five (5) days of the work week. 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 PTC Technical Support Supervisor.

Salary and Benefits: The salary range for this opportunity is \$44,000 to \$54,000 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 PTC Weekend Technical Support Administrator and why you believe you are best qualified is encouraged but not required. The mail or hand-delivery address is: PTC Weekend 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. The deadline for applying is 3 p.m. on Thursday, March 12, 2020. 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 prior to the end of the deadline for receipt of application materials.**

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