

## Job Announcement

**Position:** Help Desk Technician II  
**Division:** MIS  
**Rate:** \$23.35 - \$24.45 per hour

**FLSA:** Non-exempt  
**Posted:** September 28, 2020  
**Application Deadline:** 4:00 p.m., October 9, 2020

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### Summary:

The Pittsburgh Water and Sewer Authority is seeking a candidate for the position of Help Desk Technician II. They will have a strong background in end-user support, computer applications and platforms that will allow them to trouble-shoot problems and advise on the appropriate actions.

### Union:

This position is included in the American Federation of State, County, and Municipal Employees (AFSCME) union and will be filled in accordance with the provisions of the Collective Bargaining Agreement.

### Duties:

- Setup computers and Active Directory accounts for new users, physical and virtual.
- Provide technical helpdesk support to PWSA systems end users.
- Provide application administration for designated systems.
- Troubleshoot and resolve issues on Microsoft Windows 7 and Windows 10 computers, VMWare Desktop Infrastructure, Windows Server.
- Create and update knowledge base to share resolution information with team.
- Coordinate conference calls using Skype video conferencing.
- Research issues and advise end users on appropriate action.
- Inventory equipment.
- Assist with research on current technology upgrade projects.
- Other duties as assigned.

### Background:

- Have declared in a specific degree program MIS, CIS, or related field
- Maintain a minimum grade point average of 3.0 on the 4.0 scale
- Provide resume specifying all technical skills and relevant coursework and experience
- Completion of at least two years of studies at an accredited college or university.
- 1-2 years of work experience in a similar position.
- LAN/WAN Network Administration.
- VPN, Windows 7 and above.
- Microsoft Office 2010 and above.
- Desktop Support, VmWare, Active Directory, Multi-Functional Printers, PC Hardware and Software configuration and troubleshooting skills.
- Candidate must possess outstanding leadership, analytical and interpersonal skills.
- Superior oral and written communication skills.
- Experience with virtual environments is a plus.

### General Requirements:

Applicant must have permanent residency in the City of Pittsburgh at time of appointment and remain a permanent resident throughout employment with the PWSA. Verification of City residence is required at time of filing application. Applicant must present a current, valid Class C (Class 1) PA Motor Vehicle Operator's License at the time of application or prior to appointment. A valid driver's license must be maintained throughout employment.

### Physical Demands and Working Conditions:

The employee will be required to complete routine office work in a standard office setting. They also must regularly lift or move up to 20 pounds.

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

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**Applications:**

Application forms are available online at [www.pgh2o.com/about-us/careers](http://www.pgh2o.com/about-us/careers) or in the Human Resources Department at 1200 Penn Avenue. Submit application, resume, and cover letter to [HR@pgh2o.com](mailto:HR@pgh2o.com), by fax at 412-393-0513, or by mail at the following address:

Pittsburgh Water and Sewer Authority  
ATTN: Human Resources  
1200 Penn Avenue  
Pittsburgh, PA 15222

If you have any questions, please contact us at 412-255-8800.

*You may be considered for other available positions based on qualifications provided on your employment application.*

**An Equal Opportunity Employer**

*The PWSA does not discriminate against anyone based on race, color, religion, ancestry, national origin, place of birth, sex, sexual orientation, family status, age, or non-disqualifying disability, or on any other basis protected by federal, state or local law.*