



## **JOB DESCRIPTION: IT TECHNICIAN**

POSITION TITLE: IT Technician  
REPORTS TO: IT Manager

### POSITION SUMMARY:

IT Technician plays a pivotal role in the deployment, maintenance, and oversight of our Toll Transportation Systems (TTS) components to facilitate diverse projects. This dynamic position encompasses a broad spectrum of responsibilities, including the installation of new devices and components, conducting both corrective and preventive maintenance on electronic and mechanical systems, and ensuring seamless system operation through proactive customer engagement. The IT Technician is entrusted with a wide array of tasks such as maintenance activities, safety inspections, testing procedures, and process improvements aimed at optimizing system functionality.

### DUTIES AND ESSENTIAL FUNCTIONS:

1. Perform predictive, preventive, and corrective maintenance of toll equipment.
2. Provide timely response to requests while documenting best practices.
3. Provide service and customer support during field visits or dispatches.
4. Work independently or with team on installations, modifications, and repairs of tolling equipment and related Toll Road Systems at various sites in the region.
5. Monitor, maintain and perform diagnosis of equipment problems with the lane control servers, sensors, cameras, automatic vehicle ID readers, antennas, RF sources, switches, media converters, monitors and other industry related equipment.
6. Perform installation, maintenance, and repair tasks on designated systems and equipment.
7. Troubleshoot technical issues to identify root causes and implement effective solutions.
8. Collaborate with team members to complete projects and tasks efficiently.
9. Provide excellent customer service during on-site visits and interactions.
10. Document all work performed, including maintenance activities, repairs, and system configurations.
11. Adhere to safety protocols and guidelines while working in field settings.
12. Travel to different locations as required to fulfill job responsibilities.

### GENERAL FUNCTIONS:

1. Handling sensitive or confidential information with honesty and integrity.
2. Uses personal car for business.
3. Keep abreast of industry trends and best practices in field operations.
4. Communicate effectively with supervisors and team members to coordinate work schedules and tasks.
5. Performs other duties as requested.

### QUALIFICATIONS:

1. Two-year college degree, or equivalent, in electronics, computer science, information systems and/or related technical school, plus a minimum of three years related experience in related field.
2. Must have a valid driver's license.
3. Communicate effectively with supervisors and team members to coordinate work schedules and tasks.
4. Strong problem-solving skills and attention to detail
5. Excellent written and verbal communication skills

### PHYSICAL/MENTAL REQUIREMENTS:

1. Uses computer, phone and email from 6-8 hours per day.
2. Displaying the physical ability to walk, stand, sit for extended periods, ascend stairs as required, and skillfully adapt to hot/cold or noisy work environments.
3. Capability to lift objects weighing up to 50 pounds is required.
4. Must be able to frequently work at field indoor/outdoor locations (i.e., communication hub buildings, roadside cabinets, and other toll facility locations).
5. Works on-call, overnight, holidays and weekends as needed.