



Gary Sanitary District

Job Vacancy

Technical Support Engineer

Department: IT Department/Admin

Salary: 58,365.00

Reports To: Chief Technology Officer

FLSA Status: Non-Exempt

JOB DESCRIPTION:

Incumbent serves as Technical Support Engineer for the Gary Sanitary District (GSD) IT Department, responsible for providing assistances to users. Interacts with end users daily to maintain customer relationships and determine unreported issues. Identifies user needs and troubleshoots problems reported by users and attempts to fix before elevating to next level. Diagnoses and troubleshoots software and hardware problems. Maintains updates and patches in order to detect and diagnose technical trouble. Troubleshoots connections both physical and virtual including interfaces, cabling, ports, and fittings. Provides daily maintenance on the District's website. Produces and/or modifies Adobe PDF files. Assists and supports the full Microsoft Office Suite and Office365 accounts and assists users as needed. Unlock accounts and report security issues. Supports and troubleshoots cellphone issues; Use ticketing system and remote access software to assist as needed Maintains inventory of toner and ink. Provide additional support to the I.T. Manager and the Chief Technology Officer. Performs related duties as assigned.

QUALIFICATIONS:

High school diploma and some college. Training and experience in telephony, broadband, and/or security. CJIS training preferable but not required. Practical knowledge of operating systems, technologies, relational database system, server and desktop operating systems, cellphones, and wired/wireless installation and support. Verifiable experience with the following: Active-Directory and AS400 account support, Office365 support, VoIP phone system support, Imaging computers, making and testing network cables, assisting with PTZ media video production, Zoom/Teams meeting support, and Security Camera support. Ability to occasionally work extended hours, and evenings. Possession of valid driver's license with demonstrated safe driving record. Ability to effectively communicate orally and in writing with GSD personnel and other City entities.

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