

**Job Title:** IT Support Technician**Department:** Administration**Reports to:** IT Manager**Primary Activities and Responsibilities:**

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- Support systems that will enhance operations efficiency, improve safety, provide savings and/or increase revenues from a technological point of view.
- Troubleshoot system, application, and hardware issues. Analyze and resolve technical issues efficiently.
- Capacity to deploy, use, troubleshoot and maintain technology systems including, but not limited to, workstations, laptops, printers, security cameras, phone and fax lines, email, centralized train control software, signal system, and train management software.
- Provide support for tiers one and two for end-user workstation, printer, network, and applications.
- Onboarding and off boarding user accounts.
- Respond to security threats by following an incident response plan.
- Assist with implementation and network changes for maintenance, upgrades, and security compliance.
- Assist in all new development and IT wiring/configuration needs.
- Executes disaster recovery procedures.
- Maintain and update website and employee portal as needed.
- Maintain changes to IT inventory and assignments.
- Install and maintain various software products while maintaining all licensing agreements. Possess knowledge of all software and equipment train users on their usage.
- Analyze performance data of IT infrastructure. Develop corrective action plans for improved performance.
- Conducts trend analysis on metrics to determine if hidden problems exist.
- Identify security gaps and evaluate and assist with enhancements.
- Trains users on software, hardware, and safe usage.
- Provide off-hours emergency IT support (24/7/365 operation).
- Ensures compliance with all railroad rules, procedures, and regulations for safety, operations, and the Federal Railroad Administration (FRA).
- Other duties as assigned.

**Competencies:**

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To perform this job successfully, an individual should demonstrate the following competencies:

- Ability to interpret and understand railroad operations along with FRA, GCOR, On-Track Worker Safety Rules, and Company rules and procedures.
- Ability to effectively communicate (both speaking and listening) in face-to-face interactions or via telephone and/or email.
- Interpersonal skills, ability to balance team and individual responsibilities.
- High level of initiative and ability to interact well in a team environment.
- Organization skills: uses time efficiently and sets goals and objectives along with the ability to plan and carry out responsibilities with minimal direction.
- Multi-tasking capabilities: ability to establish priorities and meet deadlines.
- Ability to maintain professionalism while working in a high-pressure environment.
- Possess a high level of analytical skills for detail-oriented work.
- Problem-solving skills; identifies and resolves problems in a timely manner.
- Ability to react well under pressure in high-stressed situations; displays integrity by holding oneself personally accountable.
- Dependability and follow through on commitments, consistently at work on time.
- Ability to write and speak clearly and informatively.
- Proficient in Windows platform, Microsoft Office 365, computers, and office equipment; type at least 50 average net words per minute.
- Ability to observe all safety procedures and report potential unsafe conditions.
- Ability to maintain a clean and safe work environment.
- Ability to build harmonious relationships with your colleagues and supervisors. +

**Physical Demands:**

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Reasonable accommodation may be made to enable individuals with disabilities to perform the physical demands listed below.

- Sitting for extended periods of time; majority of time will be spent in front of a computer screen. Walking or standing for brief periods of time is required occasionally.
- Ability to stand, walk, sit, reach with hands and arms, climb, balance, kneel, crouch, or crawl. Ability to use hands and arms in handling, installing, positioning, and moving equipment and materials.
- Infrequently lift and/or move up to 40 pounds; exert up to 10 pounds of force occasionally and exert a negligible amount of force frequently.
- Ability to handle and maintain constant stress of maintaining a high production rate pace.
- Must be able to walk about on foot to accomplish tasks; maintain body equilibrium to prevent falling when walking, standing, or moving about on uneven and/or slippery ground or equipment. Ability to step on and off equipment safely and work and balance from ladders to perform tasks.
- Must be able to climb and work up to 20 feet above the ground.

**Education and Training:**

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- Associate’ degree - Information Technology, relevant industry certification, or equivalent preferred. (CompTIA, Microsoft, Cisco)
  - At least 2 years of experience in a related position managing computer systems, data networks, and voice communications systems, preferred.
  - This position will be subject to drug and alcohol screening under company authority.
  - Valid motor vehicle operator’s license with ability to drive a company vehicle.
  - Must be at least 18 years of age or older

**Acknowledgement:**

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I understand and agree that it is my responsibility to read this description in its entirety. I also understand and agree that this job description is not designed to cover or contain a comprehensive listing of all duties, responsibilities, competencies, physical demands, or working conditions that are required of the employee for this job. Duties, responsibilities, competencies, physical demands, or working conditions may change at the discretion of Lake State Railway Company at any time with or without notice. I also understand and agree that Lake State Railway Company retains the right to eliminate the position or reassign me to another position and that my employment is at will and that Lake State Railway Company may terminate the employment relationship at any time, with or without cause or notice.

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Employee Printed Name

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Employee Signature

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Date