Job Title: **Field Systems Technician**
Compensation: $15 – $16 per hour DOE +benefits
Reports To: Field Systems Supervisor
FLSA Status: Non-Exempt
Department: Toll & ITS
Location: Buda, TX
Direct Reports: No

**Summary:** Entry Level position – The Field Systems Technician position is primarily responsible for all end user technologies utilized by the Toll Road. This responsibility includes the configuration, installation, maintenance and general administration of these technologies. Individual must possess a basic understanding of networks and computer systems, be motivated to learn new things, and be able to work effectively in a team environment.

**Essential Duties and Responsibilities:**
– Interact and collaborate with fellow Field Systems Technicians and with the Information Technologies (IT) department to discuss and address equipment failures performance/installation issues, troubleshooting, and preventative maintenance procedures
– Ensure a constant flow of communication regarding equipment repairs and other factors that may impact toll, roadway and or systems operations, primarily communicating with IT and Traffic Management operators
– Monitor service and maintain all revenue collection/auditing systems and peripherals ensuring a high degree of availability and accuracy
– Maintain all hardware systems, peripherals and other specialized devices utilized in Toll Road operations
– Maintain all ITS systems including but not limited to classification devices and investigate reports of inaccuracies associated with these devices
– Service and maintain all related imaging components
– Analyze and troubleshoot all system failures to component level if necessary, rapidly initiating repairs to ensure minimal down time
– Install, maintain and troubleshoot specialized ITS devices
– Give high priority to calls for service and respond expeditiously
– Close all calls for service before leaving the site, including detailed notes and steps performed., unless prevented by extraordinary circumstances
– Perform scheduled Preventative Maintenance (PM)
– Manage and maintain assigned work areas with attention to organization and cleanliness
– Assist with systems installation efforts
– Available 24/7 for callout with the ability to travel to affected locations as required, while occasionally troubleshooting via remote access whenever possible
– Periodically work under the direction of IT regarding fault isolation, identification and resolution and other complex operational issues
– Assist other technical peers with tasks and duties
– Provide installation services for supported technologies
– Utilizing available documentation, maintain high-level of proficiency with supported technologies
– Accurately complete all required reports and correspondence in a timely manner
– Act as a department representative during new construction and/or renovation
– Assist in project management of contractors doing work with the Toll Road
– Provides roadside emergency assistance as needed
– Performs related work as required

**Qualifications (Knowledge, Skills & Abilities):**
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required to fulfill those duties. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education & Experience:**
– Must possess and maintain a valid driver’s license
– High School Diploma
– Some computer or networking experience.

**Professional Qualities:**
– Strong desire and ability to learn new things.
– Effectively manage tasks and tight deadlines
– Strong reading and writing skills. Must be able to legibly and accurately complete forms, compose and enter summaries of work activities in logbooks and ticket systems, and communicate with staff, vendors, and other entities in a clear and concise manner.
– Must be able to multitask, problem solve, prioritize, and implement innovative processes within a fast paced environment
– Must be comfortable when working at heights above 20ft without question.
– Must be proficient, or be able to become proficient, at the use of basic and specialty tools to quickly produce consistently high quality repairs and installations
– Must be able to learn the functions of various systems and successfully apply the knowledge to troubleshooting and repair activities

**Computer Skills:**
– Must be able to demonstrate computer proficiency, especially within Microsoft Excel, Word and Power Point, as well as PC based programs
– Working knowledge of networking and communication systems including, but not limited to Ethernet standards, routing, switching.

**Work Environment & Physical Demands:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
– Local travel required
– The employee must occasionally lift and/or move up to 50 pounds
– Specific vision abilities required by this job include ability to adjust focus, as necessary to use a computer and digital meters
– While performing the duties of this job, the employee is regularly required to talk or hear
– The employee is frequently required to stand, walk and sit
– The employee will be working on gantries, and on man lifts in order to perform some of their duties.
– The employee will be performing work out doors throughout the year, and will be exposed to the outdoor conditions.