Lake State Railway

Job Title: IT Support Specialist   **Department:** Administration   **Reports to:** Chief Financial Officer

Primary Activities and Responsibilities:

- Research and recommend systems that will enhance operations efficiency, improve safety, provide savings and/or increase revenues from a technological point of view.
- Administer network servers, applications, storage, and back-ups.   Provide end-user desktop, network, and application support.
- Troubleshoot system, application, and hardware issues. Analyze and resolve technical issues efficiently.
- Capacity to learn, set-up, use, troubleshoot and maintain technology systems including, but not limited to; computer workstations, laptops, printers, security cameras, phone and fax lines, email, Microsoft Applications, CTC board, signal system, and dispatching software (RMI).
- Oversee network access issues and ensure timely access for new hires if applicable.
- Perform daily system back-up to secure information and monitor anti-virus checkups.
- Plan, implement, and execute network changes for maintenance, upgrades, and security compliance.
- Oversee all new development and IT wiring/configuration needs.
- Develops and implements disaster recovery procedures.
- Maintain and update website and employee portal as needed. Manage all Company email and network accounts.
- Assist in the purchase orders for technology equipment and materials and inspect and verify all technology purchases upon receipt.
- Maintain an accurate inventory of the Company's technology equipment.
- 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.
- Continually improve security, identify security gaps, and evaluate and implement enhancements.
- Trains users on software and equipment 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:

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, Google applications, Microsoft Office Software, 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:

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

- Sitting for long 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 and strain of maintaining a high production rate pace.

Education and Training:

- Bachelor's degree in Information Technology, or equivalent.
- At least 5 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.