



**JOB DESCRIPTION**



<b>POSITION:</b>	<i>Technology Support Specialist</i>	<b>STATUS:</b>	Full-Time
<b>FLSA:</b>	Exempt	<b>LOCATION:</b>	DWT-Detroit
<b>REPORTS TO:</b>	SCADA/Maintenance Manager	<b>DIVISION/DEPARTMENT:</b>	Operations

**POSITION SUMMARY:**

Responsible for maintaining life-safety and technology systems of the 24/7 Tunnel operations including: conducting needs-based assessment, troubleshooting, design, and panel building for current Tunnel SCADA Systems; and responsible for network, computerized, data, telecommunications, and logical security including troubleshooting, preventative maintenance, repair, and user training; help to maintain DWT Operations systems safely and on a 24/7 basis; completion of all other duties as assigned.

**PRIMARY DUTIES/RESPONSIBILITIES:**

***LIFE-SAFETY SCADA SYSTEM***

- Conducting needs-based assessment for current Tunnel SCADA System
- Troubleshooting SCADA PLC & Visualization system; troubleshooting/maintaining SCADA RIO Panels
- Troubleshooting/Operating Switchgear; general technology maintenance on current VFD's
- Design schematics; understand and work from schematics
- Panel Building including assembly, wiring, fabrication, layout, mounting, routing, bundling, installation, and testing of control panels to ensure proper operation, and to eliminate errors and malfunctions

***COMPUTERIZED NETWORK & COMMUNICATIONS SYSTEMS***

- Conducting a technology needs assessment and refining existing technical systems
- Developing and maintaining a working knowledge of various PC based systems including but not limited to toll, network, communications, security, environmental control (HVAC)
- Network administration including troubleshooting and providing support for the Tunnel's current generation computer and communications technology systems
- Responsible for network, mini and personal computer operations; data and telecommunications; local area networks that support diverse business applications, both in centralized and decentralized environments
- Responsible for the logical security (i.e., the integrity of information security for computer access and data protection).
- Responsible for developing preventive maintenance programs, user training programs, and overseeing the troubleshooting and repair of all electronic/computer-based, and technology-based equipment
- Webmaster responsibilities

**REQUIREMENTS/QUALIFICATIONS:**

- Associates Degree in Electrical/Electronic Engineering Technology or Computer Technology; or
- Technical school program, with knowledge of electrical theory and terminology, and use of schematics
- Equivalent combination of education and experience, as determined by Company
- Experience in AutoCAD or equivalent software
- Experience with: Programmable Logic Controllers; and Industrial Networks
- Experience with: Windows/Linux; and VMware
- Experience with various electrical troubleshooting tools (Multimeter)
- Excellent organizational, communication, and customer service skills
- Ability to work in cooperation and collaboration as part of a team with professionalism and positivity
- Ability to work effectively, maintain composure, and meet deadlines under pressure or during emergencies
- Ability to prioritize and multi-task with attention to detail and accuracy with a high standard of quality
- Willingness and ability to maintain and enhance professional and technical knowledge