



## 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
- Must be fully vaccinated for COVID-19