

## **JOB TITLE: INFORMATION TECHNOLOGIES SUPPORT SPECIALIST**

The Springfield Water and Sewer Commission (SWSC) is looking for you to join us as an **INFORMATION TECHNOLOGIES SUPPORT SPECIALIST** at our Bondi's Island facility in Agawam, MA. This exempt position acts as the first line of support for I.T. issues, responding to end user queries via telephone, email, remote access and in person, answering questions and resolving hardware and software problems in a multiple platform environment. Involves supporting both office and field staff at a variety of work locations in Western Massachusetts.

**About SWSC:** SWSC was established in 1996 as an independently operated and managed regional water and wastewater utility that provides retail and wholesale water and sewer service to approximately 250,000 customers across multiple communities in the lower Pioneer Valley. The SWSC has approximately 250 employees that operate and maintain a system of one thousand miles of water and sewer pipe, treatment plants, reservoirs, watershed land, dams, and other critically important infrastructure that serves the public.

**Mission Statement:** SWSC's mission is to provide an uninterrupted, high-quality supply of water to our customers, to collect and treat wastewater, and return clean water to the environment. [www.waterandsewer.org](http://www.waterandsewer.org)

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Support the configuration, deployment and maintenance of the organization's Desktop PC's, laptops, printers and other network peripherals. Familiarity and comfort with hands-on PC hardware configuration and repair. Installs and maintains local desktop software.
- Acts as the first line of support for I.T. issues, responding to end user queries via telephone, email, remote access and in person, answering questions and resolving hardware and software problems in a multiple platform environment. Implements corrective actions within established parameters or refers more complex problems to senior staff of the Information Technologies Department for resolution. Generates appropriate work documentation.
- Clone/upgrade hard drives, configure/install peripheral devices, performs upgrades and replaces PC components. Assists in the reallocation of Desktop PCs, laptops, printers and other network peripherals and the installation of Service Packs, Hot-fixes and patches.
- Participates in the maintenance of the hardware and software for the organizations network. Maintains knowledge of current business continuity and disaster recovery plans and responds to crises in accordance with those plans.

### **REQUIRED SKILLS:**

- Must have a strong working knowledge of Windows based operating systems and software applications. Must be familiar with client/server and networking system concepts. Possess the ability to multi-task under pressure. Ability to deal with situations/emergencies as they occur throughout all Commission locations. Relies on experience and judgment to plan and accomplish goals, which would include identifying, researching, and resolving technical problems.
- Working knowledge of TCP/IP protocols and network configuration.
- Excellent communication skills, analytical ability, judgment, and the ability to work effectively with end users, Information Technologies department staff, and consultants/vendors.
- Experience with Active Directory, O365, video management/surveillance systems and/or IP phone systems, is advantageous.

**EDUCATION AND EXPERIENCE:**

- Minimum of an Associate's degree in Information Technologies or a Computer Science related program or equivalent relevant experience.
- Minimum of two years of experience in the field of desktop support, preferably with networks using Microsoft Windows Servers and Microsoft Windows Workstations.
- Must have a valid Driver's License

Qualified candidates should send their resume and cover letter with salary requirements to [Stephanie.douglass@waterandsewer.org](mailto:Stephanie.douglass@waterandsewer.org).

EOE/AA