

## Full Time IT Specialist

The Rhode Island Turnpike and Bridge Authority (RITBA) is seeking applications for a full time IT Specialist. The full time IT Specialist will support current IT staff and RITBA employees. There are benefits associated with this position.

### Daily Responsibilities Assisting IT Staff Include:

- Maintenance and update of Microsoft software solutions on site, while following defined methodology, processes, system requirements and specific needs.
- Work directly with onsite support team to assist with any technical questions regarding all client platforms.
- Assist clients with configuration related issues.
- Assist with Active Directory implementation and/or related technology.
- Troubleshoot technical issues that arise when working with client systems such as (Kapsch and Emovis –EZ Pass), and provide quick turnaround.
- Troubleshoot questions and problems associated with the configuration, administration, and management of users.
- Provide Infrastructure and Application support and maintenance for a wide-range of client applications.
- Assist with projects, installations, and change management.
- Other roles and responsibilities may be assigned on an as needed basis.
- Effectively manage time and maintain regular communication and updates to both customer and management.

### Skill Requirements -Technical Skills

Must have a minimum of three years of experience in the following technical areas.

- Helpdesk Support
- RF Kapsch multi-protocol reader systems
- Emovis-EZ pass back office application support
- Experience working with a server environment
- Desktop Support
- System administration
- System monitoring and managing
- Technical support and training
- Information security support

### Competencies

- Can express themselves appropriately both verbally and in writing.
- Ability to cope with conflicts and is able to resolve them.
- Able to work in dynamic environments.
- Is able to learn and adapt a new technology independently and fast.
- Works methodologically and follows process
- Strong sense of self responsibility and accountability

### Education

- AS in Computer Science or related work experience
- CompTIA certifications required

### Application Procedure

- Please send cover letter and resume to:
  - Marianne Durgin, Executive Assistant to the Director  
Rhode Island Turnpike and Bridge Authority, PO Box 437, Jamestown, RI 02835
  - Or electronically to: [MDurgin@ritba.org](mailto:MDurgin@ritba.org)
  - For questions please call: 401-423-0800
  - Closing Date: Open Until Filled
- The RITBA is an Affirmative Action/Equal Opportunity Employer.