



METRO Regional Transit Authority IT Repair & Support Technician

SALARY	\$26.00 - \$31.73 Hourly	LOCATION	416 Kenmore Blvd, Akron
JOB TYPE	Full-Time	JOB NUMBER	202500024
DIVISION	Finance/Innovation and Technology	DEPARTMENT	Innovation and Technology
OPENING DATE	05/22/2025	CLOSING DATE	6/13/2025 11:59 PM Eastern

Description

Job Summary:

METRO RTA is seeking a skilled and service-oriented **IT Repair Technician** to support our transit operations through both field-based hardware maintenance and help desk services. This position is responsible for diagnosing, repairing, and installing a variety of IT systems with a focus on vehicle-based technologies including CAD/AVL systems and security camera systems. The technician will also provide Tier 1 and Tier 2 help desk support to agency staff, ensuring a reliable and responsive IT environment. Familiarity with current trends in AI and emerging technologies in the public transportation sector is highly desirable.

Examples of Duties

Key Responsibilities:

Field Support & Repair:

- Diagnose and repair hardware and software issues in onboard transit systems, particularly CAD/AVL (Computer-Aided Dispatch / Automatic Vehicle Location) systems.
- Install, configure, and maintain vehicle and facility-based IP security camera systems.
- Support field deployment and maintenance of mobile data terminals, GPS units, fare collection systems, routers, and related equipment.
- Perform routine inspections and preventative maintenance on IT equipment and systems in transit vehicles and facilities.
- Maintain logs for maintenance, repairs, part usage, and service activities.
- Repair, replace and maintain all of METRO's video security equipment: This includes cameras, wiring and recording devices located on buses and METRO's facilities.
- Repair and replace AVI equipment: Work the maintenance department with the repair and replacement of the AVI equipment. Assist the IT department with maintaining any electronic equipment located at METRO's facilities.
- Repair/replace radio equipment: Work with radio vendors, City of Akron and the maintenance department in maintaining the radio equipment on METRO buses and METRO facilities.
- Keeps track of and catalog warranty repair, non-warranty repair, installations and removal, part number and serial numbers for all video security equipment, AVI equipment and radio equipment. Verifies that all equipment is working on a regular basis.
- Provide the maintenance department with vinyl decals as requested.
- Keep the programming for destination signs and talking bus up to date.
- Assist the IT department and Contractors in maintaining any electronic equipment located at METRO's facilities.

- Assist the IT department with maintaining prox card door equipment and phone system equipment.
- Performs other related duties as assigned
- Regular attendance is an essential function of this job

Help Desk Support:

- Provide Tier 1 and Tier 2 technical support to agency employees for desktop computers, mobile devices, printers, applications, and network connectivity.
- Log, track, and manage service tickets through the agency's IT service management platform.
- Escalate unresolved technical issues to senior IT staff or third-party vendors as necessary.
- Assist in account setup, password resets, and basic user training for software and hardware systems.
- Follow and contribute to documentation of standard operating procedures (SOPs) and support knowledge base articles.

Technology & Innovation:

- Stay current with developments in AI, intelligent transportation systems, and smart transit technologies.
- Provide input on the implementation of AI tools and automated systems for fleet diagnostics, predictive maintenance, and video analytics.
- Support testing and deployment of new IT initiatives and upgrades.

Typical Qualifications

Qualifications:

Required:

- Associate degree in Information Technology, Electronics, Computer Science, or a related field, or equivalent technical training and work experience.
- 2+ years of experience in IT hardware repair, field service, or desktop/help desk support.
- Proficiency in troubleshooting and installing IP security camera systems.
- Strong working knowledge of desktop and mobile operating systems (Windows, Android), networking basics, and common office productivity software.
- Customer service mindset with excellent communication and organizational skills.
- Valid Ohio driver's license with a clean driving record.
- Knowledge of common hardware diagnostics such as power, and failure of components.

Preferred:

- Previous experience in a transportation or municipal environment.
- Familiarity with ticketing/help desk software (e.g., Zendesk, Spiceworks, ServiceNow).
- Awareness of current AI and machine learning trends in transportation and infrastructure.
- CompTIA A+, Network+, or similar certifications are a plus.
- Experience working with CAD/AVL systems (e.g., Trapeze, Clever Devices, INIT).

Supplemental Information

Working Conditions:

- Work is performed in an office, workshop, and field environment including onboard transit vehicles.
- Must be able to lift and carry equipment up to 50 lbs., work in confined spaces, and sometimes heights of 10-30ft.
- On-call or after-hours availability may be required for emergency repairs or system outages.

When applying, please provide any previous employer's contact information for up to the past 12 years.

Employer

Address

METRO Regional Transit Authority

416 Kenmore Blvd.

Akron, Ohio, 44301

Phone

3307620341

Website

<https://www.yourmetrobus.org>