

# ***IS & T Support Technician***

The Area Transportation Authority (ATA) is seeking a qualified individual to fill the position of **IS & T Support Technician** at its regional office located at **44 Transportation Center, Johnsonburg, PA.**

This position is responsible for providing day-to-day technical support to ATA staff by responding to help desk requests and resolving technology-related issues. The successful candidate will serve as the first point of contact for users seeking technical assistance and will be responsible for identifying, troubleshooting, and resolving hardware, software, and network-related problems.

## **Primary Responsibilities:**

- ▶ Respond to help desk requests and provide technical support to staff.
- ▶ Troubleshoot hardware, software, and basic network issues.
- ▶ Serve as the first point of contact for users seeking technical assistance.
- ▶ Diagnose problems and determine the most effective solutions.
- ▶ Escalate complex issues when necessary.
- ▶ Assist with the installation, configuration, and maintenance of computer systems and related technology.



## **Qualifications:**

- ▶ Associate degree in Computer Science, Management Information Systems, Information Technology, or a related field; **or**
- ▶ Relevant industry certifications and applicable work experience.
- ▶ Strong problem-solving and customer service skills.
- ▶ Ability to communicate technical information effectively to non-technical users.
- ▶ Experience with basic computer troubleshooting and help desk support is preferred.

Interested applicants may submit a resume to:

**Area Transportation Authority**  
**44 Transportation Center, Johnsonburg, PA 15845**

or email resumes to [crgardner@rideata.com](mailto:crgardner@rideata.com).

Employment applications may be requested by calling **(814) 965-2111**  
or completing online at **[www.rideata.com](http://www.rideata.com)**.

**Application Deadline: Friday, June 19, 2026**

*The Area Transportation Authority is actively seeking minority and female applicants and is proud to be an Equal Opportunity Employer.*

