

March 12, 2024**RECRUITMENT ANNOUNCEMENT
Support Analyst****Position Wage Range: \$29.74 - \$42.40
Excellent Benefits Package****Open Until Filled****Who We Are:**

The Salem Area Mass Transit District, known locally as Cherriots, is a successful and highly regarded public transit system. We are a mission-minded, values-driven organization that strives every day to deliver a world-class customer experience. We provide local, regional, and paratransit services throughout Marion and Polk counties. But we're not just about transportation. We're changing lives by increasing access to jobs, shopping, and educational opportunities, along with providing businesses with access to a larger workforce. And we assure people that they will be able to access recreational, social, faith-based, and other activities without the need for a car.

About the Role:

Under the direction of the IT Manager, the individual in this role performs a wide variety of moderately complex technical duties. The support analyst assists in maintaining the continued operational status of the District's technology and communications infrastructure. This primarily includes but is not limited to, workstations, peripheral devices, desktop software, and operating systems. This position provides end-user support and instruction for hardware and software.

How You Will Make an Impact:

- Provide technical support for office and transit-specific technology by diagnosing problems and taking appropriate corrective action.
- Respond to service requests promptly and courteously and maintain logs of hardware and software issues.
- Ensure that software and hardware are secure and up-to-date.
- Install, administer, and maintain workstations, peripheral devices, desktop software, and operating systems.

- Provide individual and group instruction and training on office and transit-specific technology.
- Maintain accurate inventory and lifecycle documentation of office and transit-specific technology. Obtain quotes, research pricing, make purchase recommendations, and verify the receipt of software and hardware.
- Evaluate and recommend new technology, processes, and procedures.
- Perform additional duties as assigned.

What You Will Need to Be Successful in this Role:

- Possess extensive knowledge, ability, and skill in the administration, installation, repair, and support of desktop computers and peripherals. This includes, but is not limited to, peripherals, printers, network connectivity, security, Microsoft Windows desktop operating systems, Microsoft Office applications, desktop applications, and other transit technology.
- Possess extensive knowledge, ability, and skill in customer service, teamwork, and technical communication. This includes but is not limited to, communicating effectively with technical and non-technical staff, working with external vendors, collaborating with peers, and providing management with updates on outstanding projects and issues.
- Possess enthusiasm for technology. This includes but is not limited to, comfort with change, recognizing alternative solutions, seeking business improvement, and advocating for innovation.
- Possess limited working knowledge in the administration, installation, repair, and support of network and communication technology, including, but not limited to, Active Directory, Group Policy, security, servers, telephony, Wireless, and LAN/WAN technology.
- Considerable skill in operating a personal computer using word processing, spreadsheet, and database software applications.
- Ability to perform job functions safely.

Special Requirements:

- Must have no criminal conviction which may, in the sole judgment of the District, constitute a threat to property or the safety of others.

Required Education and Experience:

- Associate's degree or two-year technical certificate in computer science. Two years experience installing, configuring, and maintaining computers and peripherals.
- OR**
- Any satisfactory, equivalent combination of related experience and training that provides the required knowledge, skills, and abilities listed above.
 - Possess working knowledge of application development, web design, Microsoft Server operating systems, Linux server operating systems, Linux desktop operating

systems, Open Source software alternatives, and mobile technology preferred.

OR

- A combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. SAMTD reserves the right to determine the equivalences of education and experience.
- If the employee wishes to drive a District vehicle they must present the District with a valid Oregon driver's license and must maintain a driving record that demonstrates adherence to safety and traffic laws and regulations.

Physical Requirements

- Frequent use of a calculator, phone, printer, computer, and related hardware.
- A person must be able to stand, sit, see, hear, talk, use hands to type, handle, or feel tools or controls, and use hands and arms to reach.
- Occasionally lifting or moving up to 30 pounds is also required.

Working Conditions

- Usual office working environment.
- Must occasionally lift or move materials weighing up to 75 pounds.
- Must occasionally work in confined spaces or under desks to access desktop or transit computer equipment.
- Must carry a cell phone during working hours for accessibility purposes.
- Duties are performed in both an office and field setting.
- Must travel occasionally to attend meetings and conferences.

To apply please submit the application to our Human Resources Department.

Applications may be submitted in person, by email, fax, or mail. Cherriots is not responsible for lost or delayed mail.

Resumes in lieu of the official Cherriots application will not be accepted.

To obtain an application:

Email: You may request that an application and recruitment announcement be sent to you by emailing recruitment@cherriots.org. Application materials will be sent via email.

- ❖ Internet: You may download application materials in Microsoft Word format (.doc) or Adobe Acrobat format (.pdf) from the Salem Area Mass Transit District's careers page. Refer to specific current job opportunities of interest at our website: Cherriots.org/careers.
- ❖ Telephone: You may request that an application be sent to you by calling the Human Resources Department at 503-588-2424. Application materials will be sent via email or mail.
- ❖ Fax: You may request that an application be sent to you by faxing the Human Resources Department at 503-361-7532.
- ❖ Mail: You may request an application via mail.
Cherriots
Human Resources Department
555 Court St NE, Suite 5230
Salem, OR 97301

Equal Opportunity Employer

As an equal opportunity employer, we strive to have a workforce that reflects the community we serve. No person is unlawfully excluded from employment opportunities based on race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, disability, veteran status, or other protected class. We are committed to providing reasonable accommodations to applicants and employees who need them because of a disability or practice or in observance of their religion, absent undue hardship.



SALEM AREA MASS TRANSIT DISTRICT
Non-Bargaining Employee Benefits
as of 7/1/2023

At time of hire

- **Medical and Prescription Insurance** - your choice of Regence Blue Cross Blue Shield or Kaiser Permanente - premium is 100% paid by District
- **Vision and Hearing Insurance** - Ameritas - premium 100% paid by District
- **Dental Insurance** - Delta Dental / MODA - premium 100% paid by District
- **Health Retirement Account** - HRA VEBA - \$1,500 provided by District annually
- **Sick Leave** - 3.70 hours, accrued bi-weekly
- **Vacation Leave** - Accrued bi-weekly, accrual schedule starts at:
0-2 years of service | 3.08 hours bi-weekly | 10 days per year
- **10 Paid Holidays per year**
 - New Year's Day
 - Martin Luther King Jr. Day
 - Presidents Day
 - Memorial Day
 - Juneteenth
 - Independence Day
 - Labor Day
 - Veterans Day
 - Thanksgiving Day
 - Christmas Day
- **Employee Assistance Program (EAP)** - Confidential assistance with personal problems
- **Universal Bus Pass** - Ride Cherriots buses for free

- **Long Term Disability Insurance** - Reliance Standard
- **Life Insurance, Accidental Death & Dismemberment Insurance** - Reliance Standard
 - \$50,000 for employee - 100% paid by District
 - \$2,000 for spouse - 100% paid by District
 - \$1,000 for dependents - 100% paid by District
- **Employee Retirement Profit Sharing Plan** - MissionSquare Retirement
 - The District contributes 5% of employee's earnings, and;
 - The District matches up to 5% of employee 457 contributions
- **Family Bus Pass** - Eligible dependents ride Cherriots buses for free

MORE
BENEFITS 



SALEM AREA MASS TRANSIT DISTRICT
Voluntary Employee-Optional Benefits
(Employee Funded)

- **Voluntary Supplemental Life Insurance** - Reliance Standard
 - Guaranteed issue of \$100,000 for employee, \$20,000 for spouse and \$15,000 for child(ren)
- **Deferred Compensation Plan** - MissionSquare Retirement
- **Legal and Identity Protection** - LegalShield and IDShield
- **Flexible Spending Account (FSA)** - Professional Benefits Services

NOTE:

This is only a summary of benefits provided by Salem Area Mass Transit District for employees and dependents and should not in any way be construed as the full information on these benefits. For further details and requirements, please refer to Personnel Policies and Contracts of Insurance.