



FIELD TECHNICIAN

Classification

Non-Exempt, Non-Bargaining Unit

Reports To

Manager of Systems and Technology

Salary Range

FT \$63,000 - \$75,000

Date

5/1/2025

Job Description

At The Lancaster Parking Authority (LPA), we are committed to ensuring the seamless and secure functioning of parking operations within our community. As a Field Technician, you will be crucial in maintaining, troubleshooting, repairing, and installing software and hardware components for various systems, including Parking Access and Revenue Control Systems (PARCS), Kiosks/Multimeter Space (CALE/Flowbird), Handheld Devices, EV Stations (ChargePoint), and CCTV and Emergency Alarm Systems in both street and off-street parking facilities. This role requires strong IT skills, encompassing computer hardware, operating systems, databases, scripts, firewalls, and networking. You will need to quickly learn and master software product installation, configuration, and operational details to ensure optimal performance and security of our parking infrastructure.

Key Responsibilities: As a Field Technician at LPA, your primary responsibilities include:

Preventative Maintenance:

- Perform regular preventive maintenance on Parking equipment to ensure optimal functionality and security systems.
- Conduct scheduled inspections, cleaning, lubrication, and equipment adjustments.

Troubleshooting:

- Identify and resolve technical issues and disruptions in parking equipment and security systems.
- Troubleshoot problems on devices/equipment down to board level and low voltage.

Repair and Maintenance:

- Skillfully repair and maintain parking equipment and security systems to minimize downtime.
- Respond promptly to emergency repair requests.

Software Installation:

- Install and configure software to improve the efficiency and security of parking facilities.
- Assist in system upgrades and installations as needed.
- Correct minor to complex software issues in parking/access systems.

Hardware Installation:

- Safely install, replace, and upgrade hardware components as required.

CCTV Maintenance:



- Ensure the proper functioning of CCTV systems for security monitoring.

Emergency Alarm System:

- Maintain and test emergency alarm systems to ensure public safety.

Documentation:

- Maintain detailed records of maintenance and repair activities.

Customer Service:

- Collaborate with the LPA Departments and provide technical support.
- Deliver effective customer service to internal and external customers.

Field Repairs:

- Perform field repairs on parking systems, software, and hardware.

Network Troubleshooting:

- Understand and troubleshoot the T2 Flex, CALE, and ChargePoint networks (LAN) setup.
- Properly identify all network devices on a LAN, including routers, modems, and switches.
- Collaborate with upper-level support to set up/configure firewalls, routers, and other network devices.

Handheld Devices Utilization:

- Utilize handheld devices like multimeters, network testers, and toners.

Relay Logic:

- Grasp basic relay logic.

Higher-Level Support:

- Determine when higher-level support is required and collaborate with peers and the support team to meet customer expectations.
- Efficiently follow troubleshooting instructions from higher-level support.

Effective Communication:

- Communicate effectively with the service coordinator, advisors, and management team.

Other Duties:

- Undertake other duties as assigned.

Qualifications and Skills: This is an intermediate-level position within the Operations Department. To excel in this role, candidates should possess the following qualifications and skills:

Education:

- High school diploma or equivalent experience.
- Preferred: Certification in technical, electronics, software/firmware, IT, or related fields (e.g., CompTIA A+, Network+, or similar certifications).

Experience:

- Proven experience (1-2 years) in maintaining and repairing electronic and mechanical systems.
- Experience with parking access and revenue control systems (PARCS) is highly desirable.
- Experience in a field of service role, particularly in technical or IT capacity.

Technical Skills:

- Proficiency in software troubleshooting and computer hardware maintenance.
- Strong understanding of electrical systems, including low voltage and relay logic.
- Familiarity with network systems, including LAN setup and configuration.
- Ability to use diagnostic tools such as multimeters, network testers, and toners.



- Experience with CCTV systems and emergency alarm systems.

Software and IT Skills:

- Knowledge of operating systems, databases, and scripting.
- Experience with firewall and router configuration.
- Ability to rapidly grasp software product installation, configuration, and operational intricacies.

Soft Skills:

- Strong problem-solving abilities and the capacity to work independently.
- Excellent communication and interpersonal skills.
- Adaptability to evolve technology and systems.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Positive attitude and enthusiasm.
- Attention to detail and dedication to delivering quality work.
- Commitment to continuous self-improvement.

Other Requirements:

- Valid driver's license with a clean driving record.
- Ability to work in various weather conditions.
- Willingness to work under deadline pressure and extended hours if required.
- Ability to work both independently and as part of a team.
- Ability to speak, read, write, and comprehend the English language.
- Ability to convert military time to standard time.

Competencies:

- Communication – Respect & Response
- Customer Service Focus – Positive Attitude
- Ethical Conduct – Honesty & Integrity
- Productivity – Delivering Results
- Safety

Physical Demands: The Field Technician role requires individuals to meet the following physical demands:

Driving:

- Frequently required to drive a motor vehicle to various job sites.

Mobility:

- Regularly required to sit, stand, and walk for extended periods.
- Frequently required to climb, balance, stoop, kneel, crouch, or crawl.

Manual Dexterity:

- Frequently required to use hands and fingers to handle, feel, and operate tools, equipment, and controls.
- Regularly required to reach with hands and arms.

Lifting and Carrying:

- Frequently required to lift and move objects weighing up to 50 pounds.
- Occasionally required to lift and move objects weighing more than 50 pounds with assistance.

**Vision:**

- Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Hearing and Communication:

- Regularly required to talk and hear to communicate effectively with team members and customers.

Physical Endurance:

- Ability to work in various weather conditions, including extreme heat, cold, and wet or humid conditions.
- Ability to work in environments with exposure to moving mechanical parts, vibration, fumes, airborne particles, and potential exposure to toxic or caustic chemicals.
- Ability to work in environments with moderate to occasionally loud noise levels.

Pushing and Pulling:

- Frequently required to push and pull objects and equipment.

Flexibility and Agility:

- Ability to perform tasks that require physical flexibility and agility, such as climbing ladders and working in confined spaces.

Reasonable Accommodation:

- Reasonable accommodation can be provided for individuals with disabilities to perform these tasks successfully.

Work Environment: In the work environment, employees may encounter:

- Moving mechanical parts and automobiles.
- Vibration from moving mechanical parts.
- Occasional exposure to wet or humid conditions, fumes, or airborne particles.
- Potential exposure to toxic or caustic chemicals.
- Outdoor weather conditions; occasionally extremely cold and heat.
- Risk of electrical shock.
- Moderate to occasionally loud noise levels.

Position Type/Expected Hours of Work:

This position is full-time or part-time. Weekend or evening hours may be necessary based on operational needs. Emergency calls are expected due to snow removal or other emergency operational needs.

Work Authorization/Security Clearance:

Candidate will be required to successfully pass drug screen, criminal background check and DMV records check.

Supervisory Responsibility:

This position has no supervisory responsibilities.



EEO Statement:

The Lancaster Parking Authority (LPA) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the LPA complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training.

Other Duties:

Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Manager _____ Date _____

HR _____ Date _____

The Employee signature below constitutes an employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____

Print Name _____