



The Rhode Island Public Transit Authority (RIPTA) is recruiting *internally and externally* for the position of **Operations Technology Specialist** within the Information Technology (IT) Division. This is a Laborer's International Union of North America (LIUNA), Local 808 position. All applicable CBA's will apply when considering internal applicants.

- Position:** Operations Technology Specialist
- Posting Period:** July 18, 2024, through August 2, 2024
- Salary Range:** \$58,254.68 to \$72,818.35 Annum (Pay Grade 128)
- Union Affiliation:** Laborer's International Union of North America, Local 808 (LIUNA, Local 808)

Position Reports To: Executive Director of Information Technology and Networks

Summary of Position:

Under the supervision of the CTO, this position will support RIPTA's ATMS and other technology systems and applications used in support of transit operations and provide support to end users of this equipment. This includes data analysis, troubleshooting, documentation, reporting, monitoring the productivity and reliability of the systems, and inventory of materials and supplies. Work involves meeting multiple demands on a timely basis. Ability to work a flexible schedule when necessary.

Essential Duties and Responsibilities:

1. Performs a variety of work to support the general use, provision of accurate data, analysis, reporting, and troubleshooting of RIPTA's ATMS system, including real-time information for passengers, and various other equipment, including but not limited to two-way digital mobile/portable radios, fare collection equipment, mobile data computers, and other operational hardware. This includes working with vendors to resolve software and hardware issues;
2. Responsible for importing, preparing, and exporting schedule and ADA data to the ATMS system. Will work closely with the Scheduling Dept on the set up and quality of Hastus data relevant to ATMS;
3. Responsible for exporting GTFS files containing schedule data to be provided to 3rd party partners, and for monitoring GTFS-RT feed status
4. The position has frequent contact with RIPTA personnel and acts as a liaison between the IT department and other departments as needed to ensure that the systems are meeting their needs and being used to the full extent;
5. Outside of RIPTA, contacts may include sales representatives, vendors, and other transit property personnel to exchange technical information. Will also work with Planning and Marketing on communication to/from passengers regarding the impact of transit technology;
6. Provides technical application support to users, which involves answering questions on function and usage of products; investigating, tracking, and resolving support issues; providing training to users; developing documentation; and performing upgrades;
7. Consults with user departments regarding system requirements, operating difficulties, problem resolutions, future enhancements, and modifications;
8. Assists in the development and delivery of related training;
9. Works closely with the Maintenance Department regarding maintenance and repair work of on-board devices and ensures completion of all associated documentation;
10. Assists with the coordination of repairs and installations performed by vendors, such as scheduling vendor work to meet operational needs in an economic and timely manner to meet transit service requirements;
11. Reports on activities, issues, and trends. Maintains records and completes documentation required for using, tracking, testing, and reporting on software and equipment;
12. Prepares and presents oral/written reports/recommendations within assigned areas. Must be capable of analyzing and summarizing data on equipment, defects, and performance;
13. Perform other related duties as assigned.

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Qualification Requirements and Selection Process:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions;
- Knowledge of the theories, principles, and standard practices in intelligent transportation systems (ITS/ATMS) as used in transit agencies in the areas of data and fare collection, vehicle location, and real-time fleet management;
- Must be able to use independent judgment and take action within general guidelines;
- Must be detail oriented;
- Must possess the ability to prioritize multiple tasks, and maintain positive working relationships with coworkers, management, and vendors;
- Ability to communicate clearly and concisely, orally and in writing, with various vendors and staff at all levels;
- Demonstrated skill in working as an effective team member and overcoming obstacles to effectively, reliably, and efficiently deliver quality service;
- Demonstrated skill in evaluating alternatives and making appropriate recommendations;
- Proficient level of skill in MS Windows and MS Office (Word, Excel, Access, PowerPoint, Outlook) and ability to learn new software quickly. Basic problem-solving skills associated with software applications used is expected;
- Knowledge of Hastus and OrbCAD software preferred;
- A valid driver's license is required;
- Interested applicants should submit their resume, cover letter and/or RIPTA application for employment to the Human Resources Department by due date;
- May be required to pass an oral interview and/or written test;
- Applicant will be required to submit a Bureau of Criminal Investigation (BCI) from their state of residence to Human Resources when a conditional offer of employment has been made;
- Applicant must provide RIPTA a copy of any required licensure and/or certifications needed to perform job functions prior to appointment;
- Applicant must provide RIPTA a copy of degree and/or transcripts from accredited educational institution;
- Applicant will be required to pass a nationwide full criminal background check to be conducted by RIPTA;
- Applicants claiming Military status; should submit a copy of the DD-214 form;
- Seniority will be calculated as the final step in the process of selection in the event that any qualified applicants are determined to be "equal".

Education:

Bachelor's Degree in Management Information Systems, Planning, or related field with coursework involving data analysis and technology.

Experience:

A minimum of 2-5 years of relevant experience in a transit agency.

Or: Any combination of education and experience that shall substantially equivalent to the above education and experience.

Independent Action:

- Performs within prescribed guidelines in accordance with departmental policies/practices.
- Refers more complex situations to other appropriate individuals.

Supervisory Responsibility:

None

Interested applicants should submit their cover letter, resume, certifications, licensure, transcript copies and RIPTA employment application to the Human Resources Department, 705 Elmwood Avenue, Providence, RI 02907 or via email to jobs@ripta.com no later than **Friday, August 2, 2024. To apply on-line, visit www.ripta.com/careers. Telephone calls will not be accepted.**

RIPTA is an Equal Opportunity Employer: It is the policy of the Rhode Island Public Transit Authority that no employee or applicant for employment will be discriminated against regardless of race, color, sex, age, national origin, religion, disability status, veteran status, sexual orientation, marital status and/or gender identity or expression.