



Region of Waterloo

CAREER OPPORTUNITY

Title: Transit Systems Administrator

Posting #: 2023-1611

Position #: R00889

Length: Temporary Full Time (up to 14 months)

Department/Division: Transportation Services/Transit Services

Hours of Work: 35

Union: C.U.P.E Local 1883

Grade: 12

Wage: \$36.31 - \$41.27

Location: GRT Transit Centre - 250 Strasburg Road, Kitchener

Our Story:

Committed to fostering opportunities for current and future generations, the Region of Waterloo is an inclusive, thriving, and sustainable region of connected rural and urban communities with global reach. Our mission is to serve, engage and inspire, by delivering quality services to a diverse population of 630,000+, while creating a healthy, collaborative environment of learning, respect, and innovation.

This is a place where employees are valued and recognized for their talents and contributions to our success. Our employees take pride in making a difference in people's lives through the work that we do. We are looking for people like you to help make it happen.

Description of Duties:

Administers computerized transit systems (Intelligent Transportation Systems), with the support of corporate IT, including troubleshooting, resolving issues, and implementing upgrades/enhancements.

Duties/Responsibilities:

- Administers transit systems, including electronic fare management, dispatch, scheduling, automatic vehicle location, automatic passenger counting, traveler information systems, and performance management/data analytics systems.
- Provides support to the Electronic Technician in the maintenance and operation of transit devices/equipment interfacing with transit systems. Troubleshoots software issues and assists with the installation, testing, repair, and decommissioning of equipment/devices.

- Troubleshoots and resolves transit system issues. Notifies management and system users of same.
- Consults with management and system users to determine requirements for system upgrades/enhancements. Analyzes current operations; evaluates new software and hardware applications; and liaises with corporate IT/vendors to develop and modify existing applications related to transit systems, as appropriate.
- Coordinates the implementation of new system application projects and upgrades, with corporate IT support as appropriate. Works with vendors and corporate IT regarding system installation, configuration, testing, troubleshooting, validation, end-user training, and rollout. Provides input into project plans. Installs/upgrades software per license agreements.
- Assists management to evaluate vendor proposals for hardware, software, and maintenance contracts, in conjunction with Purchasing and IT.
- Provides user support to staff.
- Liaises with vendors to obtain price quotes and resolve minor/daily operations system issues. Initiates, tracks, and ensures resolution of issues.
- Supports corporate IT by testing and troubleshooting major upgrades/changes to corporate IT managed systems and applications (e.g., security, network, backup).
- Keeps up to date on current transit systems technologies.
- Performs related duties as assigned.

Knowledge, Skills & Abilities Required:

- Knowledge of information technology system implementation and administration, business process analysis, and data analysis acquired through a 3-year diploma/degree in a related field, plus 2 years of related experience.
- Knowledge of Intelligent Transportation System architecture and its application in a transit environment.
- Knowledge and ability to follow corporate policies and procedures and vendor system agreements.
- Mechanical aptitude, analytical, and technical skills to analyze, diagnose, troubleshoot, and resolve software and hardware issues in transit system applications.
- Communication skills to respond to technical inquiries; advise, instruct, and train staff in specific work methods/procedures; interact with vendors regarding maintenance contracts; and participate as an effective team member.
- Ability to read technical manuals, updates, bulletins, system implementation and testing plans, and system specifications. Ability to write/develop user guides, test plans, and system communications to staff.
- May be required to alter working hours for systems testing. Is requested to work evenings and weekend hours to meet deadlines.
- Ability to travel to locations within Waterloo Region.
- Ability to support and demonstrate the Region's values.

Regular and reliable attendance required for consideration.

We thank all applicants in advance; however, we will be corresponding only with those selected for an interview.

The Region of Waterloo is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process. At the Region, we respect, encourage, and celebrate our diversity. The Region of Waterloo is committed to providing accommodations throughout the recruitment process. If you require an accommodation, please notify us and we will work with you to meet your needs.

Alternate formats of this document are available upon request. Please contact the Service First Contact Centre at phone number (519) 575-4400, TTY number (519-575-4608) to request an alternate format.