



THE CORPORATION OF THE TOWN OF OAKVILLE

JOB POSTING

CALL NO. 24-3690

Job Designation: Permanent Full Time

Department: Oakville Transit

Salary Range: \$76,830 - \$93,711

Pay Grade: 310

Reporting to the Manager of Planning & Administrative Services, this position is responsible to support established and proposed transit business systems and software including fare payment systems (PRESTO), ITS - Intelligent Transportation Systems (Clever Devices), scheduling software (for both conventional and On Demand/Specialized), on board surveillance systems, control center monitoring wall, training simulator and other/future technology systems in order to ensure the effective management, utilization and stewardship of all systems. In addition, the position assists with analysis and process modelling for those systems.

Job Responsibilities:

Management of Application Software, Equipment and Business Systems

- Continuously reviews practices for improvements and keeps abreast of developments and emerging trends to determine the future strategic direction of Oakville Transit business systems.
- Coordination of application release management and upgrades (including configuration of equipment operating data) and support installation of software/hardware components.
- Develop appropriate system use guidelines, technical documentation, processes and methodologies.
- Manage and coordinate vendor relations related to all systems (upgrades, training, etc.)

Day to Day Application Support Operations

- Provide application support by investigating support calls, problem solving, contacting vendors, escalating, solving, and documenting for all Oakville Transit systems.
- Provide installation support for physical assets and software applications in conjunction with the maintenance and operations teams.
- Work closely (in garage, on bus, in office) with the Transit Electronics Technician for day to day support issues of system components and related bus hardware.

Management of Acceptance Testing

- Coordinate acceptance testing with representatives from various departments and Oakville Transit for all system upgrades, enhancements and modifications.
- Participate in the creation and execution of test scripts, data exports, data log reviews.

Coordination and Delivery of Application Training

- Development of training plans for staff and identified stakeholder groups for new systems.
- Production and maintenance of training manuals and related documentation for new systems.
- Coordinate and conduct in house application training for staff as required.

Management of Report & Data Requests

- Coordinate report & data requests. Assist users with report specifications, layout and design. Provide support to integrate and manage data used for reporting and analysis.
- Works alongside the Data Analyst to automate/generate system performance reports (business systems/Operating statistics) data based decision making.

Successful candidates will abide by Ontario Health & Safety Legislation and follow Corporate Health & Safety Policies.

The Town of Oakville is an equal opportunity employer

Personal information collected from applications and resumes is collected under the authority of the *Municipal Act, 2001*, and will be used to determine qualifications for employment. Questions about this collection of information should be directed to Human Resource Services, 1225 Trafalgar Road, Oakville, Ontario L6H 0H3

Qualifications:

- Degree/diploma in Computer Science/Computer Technology or equivalent; with an emphasis on business process an asset.
- Minimum 5 years related experience, preferably in the Transit industry; municipal experience would be an asset.
- Specific application experience required: XML schema, GTFS Data Feeds, Crystal Reports or other report creation tools. Strong relational database skills along with SQL. Understanding of on-premise and SaaS software applications. Experience working with intelligent transit information systems that consist of applications, smart card technologies, devices and hardware components installed on the bus is an asset. Hands on experience working with Microsoft Operating Systems (Windows 7, 10), MS Office Suite and Microsoft SharePoint required.
- Must have excellent command of the English language, written and oral, coupled with strong presentation skills.
- Highly developed interpersonal skills with demonstrated ability to interact and communicate effectively with internal and external stakeholders in order to provide excellent customer service.
- Must possess strong analytical and problem solving skills to identify opportunities and resolve issues.
- Proven ability to work independently, but also to be able to work effectively within a team and manage multiple tasks with varying schedules.
- Must possess a valid Ontario Class "G" Driver's License and have access to a vehicle for use to attend various events sites.

Please note the position will be in office for the first six months, but a hybrid work model may be available following the training period.

Applications for this position must be submitted at oakville.ca in the employment section by no later than midnight on **May 27, 2024.**

This job profile reflects the general requirements necessary to perform the principal functions of the job. This does not include all of the work requirements of the job. Applicants are required to demonstrate through their application and in the interview process that their qualifications match those specified. The minimum threshold score for each of the testing and interview components of the recruitment process is 75%.

We thank all applicants and advise that only those selected for an interview will be contacted.

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