



Position
Department

Transit Systems Analyst
Corporate Services

Position Summary

Reporting to the Manager, Data Architecture & Application Services, this position serves as a technical expert responsible for planning, administrating, supporting, maintaining and improving Information Technology Systems (ITS) critical to Transit service delivery. This position requires close collaboration with Transit and IT divisions, as well as external vendors, to ensure the reliable and efficient operation of a customized, complex, highly integrated, and multi-vendor systems solution supporting transit operations. These include fare collection, scheduling, Computer-Aided Dispatch (CAD)/Automatic Vehicle Location (AVL), on-demand/micro-transit services, onboard video surveillance, and the trunk radio system. This position also manages the inventory of onboard vehicle hardware, supports related applications, and develops reports and tools to enhance data-driven decision-making within transit operations. Additionally, this position is responsible for data collection, extraction, and analysis to support operational strategies, ensuring the availability, reliability and security of all transit technology systems.

Key Responsibilities

Application Planning

- Gather, analyze and define end user requirements for transit application expansion and data access and usability in accordance with business objectives and legislative requirements.
- Provide input into the transit division's ITS design and capacity plans and reviews growth forecast to ensure that the systems and applications continue to meet the growing needs of the organization and its citizens.
- Evaluate risks related to transit system downtime or data loss and participate in developing disaster recovery or business continuity strategies specific to ITS.
- Provide technology expertise upon transit facility development.

Acquisition and Deployment

- Assist with the coordination of ITS commissioning upon bus/vehicle acquisition, delivery and acceptance.
- Act as the technical lead in the delivery/deployment of product enhancements, new modules and system updates to existing applications and transit systems.
- Lead or support User Acceptance Testing (UAT) and integration testing efforts to validate system upgrades, deployments, and new modules.
- Participate in application upgrades and new system implementations using Project Management methodologies and best practices.
- Supporting vendor management including the review of contracts and invoices to ensure that applications are compliant with licensing and service agreements.

Operational Management

- Administers and supports the management of core ITS components necessary for ongoing transit service delivery.
- Implement tools or processes for monitoring application/system performance (uptime, latency, usage trends), and act on opportunities to improve performance or reduce operating costs.

- Coordinate with both internal and external support and service providers to troubleshoot issues, implement workarounds and restore proper system functionality in a timely and appropriate manner.
- Document standard operating procedures, system documentation and associated training plans for the administration and use of the transit systems and applications.
- Develop reports and processes to extract data from transit systems to support decision making and to meet operational, legislative and financial requirements.
- Ensure proper transit technology hardware lifecycle management activities (ie. tracking hardware deployments, replacements, warranties, asset retirement and disposal).
- Coordinate ongoing support and maintenance of application interfaces to ensure that interconnectivity between solution(s) is maintained in a safe, reliable and highly performant manner.

Education and Experience

- Post-secondary Diploma in Computer Science, Information Technology, or Transportation Technology
- Post-secondary Degree in Computer Science, System Engineering, Business Administration or related field is preferred
- Minimum 3+ years of experience managing and administering enterprise applications/complex systems in a highly integrated IT environment.
- 5 years in a position in the transit or transportation industry is an asset
- Experience with public transit technology systems, supporting and administering web-based applications and development of business and data models and entity relationship modelling and architecting application and data processes and workflows is an asset
- Courses in relational databases, SQL, PL/SQL programming, multi-tier application management, or business analysis
- Information Technology Infrastructure Library Certification (ITIL), Microsoft Certified Systems Engineer (MCSE) and Microsoft Certified Solution Developer (MCSD) is preferred
- Knowledge of municipal IT applications and concepts
- Strong knowledge of system and software quality assurance best practices and methodologies
- Strong knowledge of relational database and SQL programming for data analytics and report creation
- Knowledge of current network hardware, protocols and standards
- Ability to work collaboratively with IT, transit operations and external vendors
- Ability to manage technical projects, ensuring timely task management as well as communication.
- Excellent analytical and sound problem solving and troubleshooting skills
- Excellent written and communication skills, demonstrating the ability to convey issues and concepts in a convincing and easily understood manner
- Strong project and inventory management skills; attention to detail
- Ability to manage multiple priorities
- Familiarity with ITS fare collection systems, onboard video surveillance systems and real-time passenger information systems is preferred
- Knowledge of Oracle Developer and Crystal Reports is preferred
- Knowledge of and demonstrated ability to work with HTML, jQuery javascript and web browser developer tools to assist with application testing and troubleshooting is preferred
- Understanding of internet programming languages, web authoring, and web database integration and web-based management systems (IIS/Apache) is preferred

Salary Range: \$87,028 - \$108,784

Interested applicants should apply online at www.milton.ca under the Employment Opportunities section. The job posting closes at 12:00 am on September 13, 2025. Interested applicants, please ensure to apply by 11:59 pm on September 12, 2025.

If you are currently employed with the Town of Milton, please apply internally through the Jobs Hub app of your Workday account in order for your application to be processed as an internal applicant.

In accordance with the Freedom of Information and Privacy legislation, applicant information is collected under the authority of the Municipal Act and will be used strictly for candidate selection.