

# Transit Technology Specialist

<b>Service Area:</b>	Public Services
<b>Department:</b>	Guelph Transit
<b>Work Location:</b>	Guelph Transit, 170 Watson Road S
<b>Work Mode:</b>	Hybrid
<b>Job Type and Duration:</b>	Permanent, Full Time Vacancy
<b>Position Availability:</b>	1 existing vacant position(s)
<b>Salary Range:</b>	\$77,548.02- \$96,935.02 per year
<b>Affiliation:</b>	Non-Union
<b>Posting Period:</b>	June 19, 2026 to July 8, 2026 11:59 p.m.

## Why Join the City of Guelph?

When you join the City of Guelph, you join a team of over 2000 employees who deliver services the community relies on every day. Together, we are bringing to life Guelph's vision of an inclusive, connected, and prosperous city where we look after each other and our environment. As a single tier municipality, we offer a variety of occupations and career specialities within our organization. Guided by the goals and objectives of the Future Guelph: Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Community Vision for an inclusive, connected, prosperous city.

## What we offer

We offer competitive wages and comprehensive benefits to meet the needs of our diverse employees. Many of our positions offer:

- Paid vacation days, increasing with years of service
- Paid personal days;
- Hybrid and flexible work arrangements;
- Defined benefit pension plan with OMERS, including 100-per-cent employer matching;
- Extended health and dental benefits, including Health Care Spending Account;
- Employee and Family Assistance Program;
- Parental leave top up program;
- Learning and development opportunities including tuition assistance
- Employee recognition programs.

## Position overview

Reporting to the Manager of Transit Network Design and Control Centre. The position is responsible for the ongoing implementation, operation, maintenance and operational upgrades of the various Transit Technology Systems.

## Key duties and responsibilities

- First point of contact for training and supporting staff through troubleshooting, resolving, and escalating reported issues and risks, proactively accountable for resolution as it relates to the various transit technology systems.
- Responsible for the daily operations and support of the various Transit hardware and software technology systems including regular checks of system to ensure performing as expected.
- Current and future transit technology systems include (but are not limited to): CAD AVL, electronic farebox management system, digital signs, scheduling and planning software, mobility service platforms, transit signal priority, infotainment, Power BI reporting software.
- Subject matter expert and provides technical advice and guidance to staff in all transit technology systems including the maintenance and operation of transit devices/equipment interfacing with other transit systems.
- Develop an extensive understanding of the business of Guelph Transit (Operations, Business Services, Planning and Scheduling and Facilities) to successfully support the required transit technologies.
- Develops and maintains SOPs, user guides and technical manuals related to the system administration of the various Transit technology systems. This includes content for Transit management, Transit Fleet management, IT management and transit technology vendors.
- Responsible to ensure transit technology security requirements are developed and maintained based on corporate guidelines and industry standards.
- Identifies and manages operational opportunities for continuous improvement initiatives as related to the various Transit technologies, which will increase service delivery, identify and resolve gaps.
- Responsible to lead the change management as it relates to these operational improvements including providing technical support/guidance, performing system testing activities, creating and maintaining SOPs, creating and updating technical manuals and training staff.
- Liaises with vendors to obtain price quotes and resolve minor/daily operations system issues.
- Support Project Manager of Customer Experience for capital system enhancements with subject matter expertise (i.e., version upgrades, system enhancements, integrations of the systems, developing manuals and SOPs, training staff when onboarding of new technology, support creation of technology RFPs and tenders etc.).
- Responsible for working with Fleet and IT for maintaining and troubleshooting on-bus hardware and Transit technology systems administration.
- Perform system administration functions: module upgrades, managing users, including permissions and assigning privileges.
- Lead or participate in team development of user applications and/or the enhancement of existing applications.
- Perform related research and development, write technical specifications and work with consultants to ensure contract compliance.
- Provide insight and knowledge towards upcoming transit technology initiatives.
- Ensure application designs, systems software and networks are compatible and in alignment with the practices and goals of the department.
- Working location will fluctuate throughout the day (office space, on-board buses, bus terminals for digital signs).
- Perform other related duties as assigned.

## Qualifications and requirements

- Post-secondary degree or diploma in Computer Science, Information Science or related discipline.
- Considerable experience with technical system administration and client services.
- Knowledge of information technology system implementation and administration, business process analysis, and data analysis.
- Knowledge of Intelligent Transportation System architecture and its application in a transit environment.
- 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, system implementation and testing plans, and system specifications.
- Ability to write/develop user guides, test plans, and system communications to staff.
- Proficient in MS Office (Word, Excel, PowerPoint).
- Ability to communicate effectively with a variety of stakeholders while providing excellent customer service skills.
- Ability to manage workload in a high-pace environment, where priorities are constantly changing.
- Effective problem solving, decision-making, and critical thinking skills.
- A valid G drivers' licence with a good driving record. Successful candidates will be required to provide a current driver's abstract prior to their start date to confirm their license is held in good standing and that it has not been suspended or revoked under the Highway Traffic Act (HTA) or Criminal Code of Canada in the last 5 years. The City of Guelph will take into consideration the number of demerit points and/or nature of the infractions to determine if it meets our requirements.
- Candidates with an equivalent combination of education and experience will be considered.

## Hours of work

35 hours per week, 11:00 AM – 7:00 PM, Monday to Friday. This position may be required to attend meetings outside of normal hours. May be required to alter working hours or days for systems support. This position is eligible for hybrid and flexible work arrangement options of 1 day per week.

## How to apply

Click "Apply Now" on the top right hand side of your screen by **July 8, 2026**.

Please visit the job posting listed on our City of Guelph [careers page](#) and click on the "Apply for this job" button. Instructions will follow.

## Hiring Process Transparency

The City of Guelph is committed to fair and transparent recruitment practices. Candidates who participate in an interview for this position will be notified of the hiring decision within 45 days of their interview. Notifications will be provided in writing, or through technology.

## Commitment to Diversity & Accessibility

The City of Guelph is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive workplace where employees feel welcome, valued and engaged. Our employment policies strictly prohibit all forms of discrimination on any of the grounds in relevant laws. All employment practices are solely based on individual merit, qualifications, and organization's needs at the time. In keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, we are committed to working with and providing reasonable accommodation for qualified individuals in our job application procedures. If you need an accommodation in order to participate in the hiring process, you may contact us to make your needs known in advance.

## Privacy Notice

Personal information collected through the recruitment process will be used solely to determine eligibility for employment. We thank all candidates in advance; however, only those being considered for an interview will be contacted.