



Job Title	<i>IT Project Coordinator</i>
Department	<i>Information Technology</i>
Reports to	<i>Director of IT</i>
Grade	<i>616</i>

Job purpose

The Intelligent Transportation Systems (ITS) Manager has primary responsibility for the performance and availability of CDTA's equipment on-board vehicles and at bus stations, divisions, sales outlets, and transit centers. This includes components of the fare collection system, radio communications system, dispatch / vehicle location system, and related passenger amenities (e.g. infotainment displays, customer Wi-Fi).

The purpose of this position is to ensure that CDTA's ITS infrastructure, which directly impacts service quality and customer satisfaction, is functioning reliably. This requires management of internal and external resources, as well as "hands on" technical capacity. The ITS Manager is also responsible for key performance indicators including on-time performance, real time passenger information accuracy, and system availability.

Duties and responsibilities

1.) ITS Infrastructure Management

- a. Serve as lead staff person responsible for the maintenance and administration of ITS technologies on-board each vehicle, including mobile gateway routers and modems, fareboxes, mobile radios and antennas, onboard computers, mobile data terminals, GPS antennas, camera systems, automated vehicle announcement systems, automatic passenger counting systems, door contacts, vehicle odometer integration, infotainment systems and destination signs.
- b. Serve as lead staff person responsible for the maintenance and administration of ITS technologies at stops, shelters, transit centers, and other key locations. These include real time passenger information displays, traffic signal priority equipment, queue jump equipment, cameras, passenger kiosks, ticket vending machines, and on-street WiFi.
- c. Manage projects for new ITS technologies and implementations and major upgrades to existing ITS technologies. Manage process improvement activities.
- d. Deploy updates, patches, and upgrades; administer warranties, expedite support/problem resolution and manage daily unscheduled and scheduled maintenance work orders for ITS components. Provide technical support, reporting, hardware/software configuration and maintenance, information security compliance and training as necessary.
- e. Manage the monitoring, programming and maintenance of traffic signal priority and queue jump equipment.
- f. Manage new and emerging projects that may require alternative technologies such as RFID and other location aware devices.

2.) ITS Work Management and Information Management Data Analysis



- a. Manage the ITS foremen in the maintenance department to coordinate vehicle equipment repairs. Using the maintenance management system, develop work templates and reporting mechanisms to administer work activities of the ITS technicians.
- b. Oversee the daily management and execution of scheduled and unscheduled ITS work orders including road calls and campaigns. This includes daily monitoring of report logs and other diagnostic tools for meeting preventive maintenance reporting goals.
- c. Perform data analysis tasks in the context of reporting on performance and availability of ITS systems. Take ownership of certain key performance indicators with goals of continuous improvement.

3.) IT Management and System Administration

- a. Manage ITS infrastructure business continuity/disaster recovery requirements. This includes following CDTA information security policies, risk assessments, testing and restore procedures.
- b. Manage ITS Maintenance Strategic Plan for meeting organizational goals and objectives through future upgrades, system enhancements and other new technologies.
- c. Manage and maintain documentation of ITS infrastructure, applications and procedures.
- d. Perform other technical duties on an as needed basis to support the requirements of the IT department, including application support and development, help desk requests, upgrades, maintenance contract renewals, and data integrity tasks, among others.

4.) Other duties as assigned

Qualifications

- Bachelor's Degree in technical or related field. Master's degree preferred
- Minimum 5 years' experience in the above work areas.
- Experience in transit environment is preferable
- Project, work, and resource management skills
- IT system administration
- Experience installing, configuring, and monitoring routers and switches in large quantities (250+)
- Experience in monitoring of remote end points such as PC's, modems, signs, cameras, and kiosks
- Experience supporting system infrastructure implementations to include troubleshooting networking, routing, and interconnectivity issues
- Experience supporting Ethernet and/or TCP/IP environments
- Knowledge and experience managing and supporting multiple systems in a multi-user environment
- Data analysis, information management and administration
- Relational databases and SQL query language (MS-SQL preferred)
- Basic disaster recovery concepts
- Experience managing work/personnel in a shop and/or union environment is beneficial.
- Data publishing methods (tables, graphs, web)
- Excellent communication and customer service skills, yet ability to work independently
- Proficiency with various software programs including Windows operating systems, Office applications, monitoring/configuration tools (Cisco, Meraki, etc.). Experience using Crystal Reports is preferred.



Working conditions

This position does require lifting small amounts on occasion (< 30 lbs.) and working on equipment overhead. Local (capital region) travel to CDTA facilities will be required.

Direct reports

List by job title any positions to be supervised by the incumbent.

None

Created By:	<i>Christopher Desany</i>
Approved by:	<i>Mike Collins</i>
Date approved:	<i>7/10/2019</i>
Reviewed by HR:	<i>Stephanie Belokopitsky 7/9/2019</i>



