



CITY OF GARDENA
invites applications for the position of:

Transit Systems Analyst

SALARY: \$39.01 - \$49.79 Hourly
\$3,120.92 - \$3,983.08 Biweekly
\$6,762.00 - \$8,630.00 Monthly
\$81,144.00 - \$103,560.00 Annually

DEPARTMENT: Transportation Department

DIVISION: Transit Operations

OPENING DATE: 02/26/19

CLOSING DATE: 09/09/19 05:00 PM

DESCRIPTION:

Under general direction, designs, develops and coordinates the implementation and support of complex automated information systems for GTrans.

EXAMPLES OF DUTIES:

Representative Duties

- Designs, implements and administers transit systems and related technologies. Evaluates new systems and prepares Requests for Proposals (RFPs); negotiates and prepares contracts for the purchase of software/hardware systems; and collaborates with the City Attorney's Office, vendors and end-users to negotiate contracts and product pricing.
- Manages technical aspects of software systems that support transit technology, which includes planning, coordinating and performing installations, troubleshooting and maintenance on hardware and software applications for transit vehicles and transit facilities.
- Implements and administers various transit technology systems, e.g. Interactive Voice Response (IVR), customer service, fleet management, transit trip planning and scheduling, motor coach operator payroll, fare collection, fare media, vehicle location, dispatch, radio and other advanced transit information systems.
- Analyzes transit software processes, reporting requirements and technical functionality within transit systems to develop recommendations and implement improvements to policies, procedures and practices. Configures, maintains and updates databases, vehicle information systems and other related hardware and software systems. Troubleshoots and resolves database and system problems.
- Serves as the project manager for technology related system implementations at GTrans. Identifies and makes recommendations to improve and establish priorities, goals and objectives.
- Maintains and enforces standards, policies and procedures for transit systems, systems operations, and data security.
- Serves as a liaison between vendors/consultants, GTrans and Information Systems regarding technical aspects of transit systems; for example, organizes and manages test teams and develops implementation schedules to test new and modified programs, custom changes and updates.
- Plans, schedules and coordinates the installation and implementation of program fixes, customizations, software updates, and Geographic Information Systems (GIS) based applications.
- Updates and assists in the development of internet and intranet sites, including a transit trip planning system, to facilitate the exchange of information with the public and the transit scheduling and operator management systems.
- Prepares and maintains a variety of records, reports and feasibility studies. Uses Crystal Reports to create complex reports for analysis of transit operations.
- Prepares system documentation, computer training materials, and user manuals. Provides and/or coordinates technical support and training to end-users. Organizes and evaluates effectiveness of user training.
- Serves as a system administrator for assigned applications and program activities. Keeps abreast of changes, new technologies and innovations in assigned area of responsibility.
- Performs other related duties, as assigned.

Organizational Responsibilities

Works under the administrative supervision of the Transportation Director, who outlines work, occasionally reviews work in progress, and periodically reviews completed work.

TYPICAL QUALIFICATIONS:

Education and Experience

Graduation from an accredited college or university with a Bachelor's degree in Computer Science, Management Information Systems, or a closely related field.

Three (3) years of recent, paid work experience performing systems analysis and project management, including implementing and maintaining software systems and relational databases and evaluating and overseeing vendor/consultant services. One (1) year of recent, paid work experience implementing and supporting automated transit information and management systems is desirable.

Knowledge, Abilities and Skills

Must have knowledge of: LAN/WAN networks using Active Directory, TCP/IP and Microsoft operating systems at multiple sites; systems analysis methods, procedures, and practices; system design, development, and documentation techniques; principles and practices of automated transit or transportation systems; software systems administration and systems and data analysis; computer operations and software diagnostic techniques; database access tools including Structured Query Language (SQL); relational databases and database maintenance; windows desktop and server operating systems; principles and practices of project management; technical support techniques; effective customer service techniques.

Must have the ability to: provide technical support for transit systems in a client server and thin client local and wide area network; define test schedules and test data requirement for programs; define input/output file specifications and file organization; prepare and maintain accurate, clear and concise records and reports; document technical information and user procedures; prepare complex report reports using Crystal Report Writer and Microsoft SQL; install and maintain software systems; implement and manage various transit technology systems; communicate effectively orally and in writing; conduct research and make recommendations on technology; interpret, reference and apply technical information from training and reference manuals and computer product catalogs; provide training and instruction on various computer applications; provide effective customer service; establish and maintain effective and cooperative working relationships with City employees and the public.

Must have skills in: project management; software system configuration, maintenance and problem resolution; installing hardware and software components and editing configuration data files to implement client server and web based systems.

License

Must have and maintain a valid Class C California Driver's License.

SUPPLEMENTAL INFORMATION:**Physical Demands and Working Conditions**

Work is performed primarily in an office environment. Office work requires sitting for prolonged periods of time and using a computer keyboard and screen. Off-site assignments and irregular work hours are occasionally required. Physical demands include walking, standing, kneeling, bending, stooping, reaching and grasping. May be required to work evenings and/or weekends.

1700 W. 162nd St.
Gardena, CA 90247
(310) 217-9509

Position #00031
TRANSIT SYSTEMS ANALYST
AQ

Transit Systems Analyst Supplemental Questionnaire

- * 1. Please indicate your highest level of education.
- Some High School
 - High School Diploma or GED
 - Some College
 - Bachelor's Degree
 - Master's Degree
- * 2. Do you have a valid California Driver's License?
- Yes
 - No
- * 3. How many years of recent, paid work experience performing systems analysis and project management, including implementing and maintaining software systems and relational databases and evaluating and overseeing vendor/consultant services do you have?
- less than one
 - one to two years
 - less than three years
 - three or more years
- * 4. Please describe your experience in supporting Windows.NET and SQL applications, and troubleshooting server, WI-FI and cellular issues. (Please limit each response to one page - you may add your responses as an attachment. If you do so, please write 'responses attached' on the response section to each question)
- * 5. Describe your responsibilities and accomplishments as a leader or participant on a recent technology project.
- * Required Question