



CITY OF GARDENA

CAREER EMPLOYMENT OPPORTUNITY

TRANSIT SYSTEMS ANALYST

(OPEN/COMPETITIVE)

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6
\$6,629	\$6,960	\$7,308	\$7,673	\$8,057	\$8,460

Filing Deadline EXTENDED: Thursday, July 5, 2018 at 5:00 p.m.

Salary: The salary range is based on a 6 step merit system with new employees hired at the first step with progression to the second step upon successful completion of a probationary period, with an annual review thereafter. Cost of Living Adjustment (COLA) is negotiated with the representative labor group and is separate from merit steps.

Vacation: 8 hours per month increasing with years of service.

Holidays: 12 fixed holidays per year plus additional 20 hours of floating holiday.

Sick Leave: 10 hours per month accumulated per year with no maximum accumulation.

Retirement: The City participates in the Public Employees Retirement System and the employee pays a 7% employee contribution towards retirement (2% @ 55); no Social Security. New hires not already members of CalPERS will be enrolled according to PEPRA (2% @ 62)

Health Insurance: Medical, vision, prescription and dental coverage is provided. City currently pays the premium for employee plus one dependent.

Additional Benefits: Tuition Reimbursement of \$2,500 per fiscal year, Deferred Compensation, Credit Union, \$20,000 City-Paid Life Insurance.

THE POSITION

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

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.

The Gardena Community:

Located just 13 miles south of metropolitan Los Angeles in the South Bay area of Los Angeles County, Gardena is strategically located near the intersection of the Harbor (110), San Diego (405) and Gardena (91) Freeways. Gardena is a General Law City, incorporated in 1930, and operates under the Council-Manager form of government with a Mayor and four City Council Members elected at large. The City Clerk and City Treasurer are also elected. Gardena encompasses 5.95 square miles with an ethnically diverse population of approximately 62,000. Gardena, the "All-America City," is a mixed residential and business community with City government that prides itself in providing a full range of quality services to the community, including a municipal bus line.

Immigration Reform & Control Act of 1986:

In compliance, all new employees are required to provide documentation verifying identity and entitlement to work in the United States.

Provisions of this bulletin do NOT constitute an expressed or implied contract.

Any provisions contained in this bulletin may be modified or revoked without notice.

Membership in the Gardena Municipal Employees Association (GMEA) is mandatory.

- 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.

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 **AND** 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.

LICENSE

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

SPECIAL CONDITIONS

Designated Management-level position; Must file a Statement of Economic Interest (Form 700) with the City Clerk's Office; Subject to background checks and verifications; Must be able to pass a job-related medical exam that includes drug and alcohol testing.

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.

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.

FILING, SELECTION & TESTING PROCESS

To apply, please submit a resume, a completed City of Gardena Employment Application, **AND** Supplemental Questionnaire to the Human Resources Office; address listed below. **Applications submitted to any other office will be rejected unless otherwise directed.** Incomplete or illegible applications will be rejected. No copies, FAX or email copies. **We do not make copies of applications, DMV printouts or certifications.** Please come prepared with all applicable materials for submission. Postmarks are not accepted. All applications will be reviewed and only those that demonstrate the best combination of qualifications and experience in relation to the requirements of the position will be invited to participate in the examination process. The examination may consist of a written exam, skill or practice test and oral interview. The examination process may be changed as deemed necessary by the City Human Resources

SUPPLEMENTAL QUESTIONS

Please limit your response to one page per answer.

1. Please describe your experience in supporting Windows.NET and SQL applications, and troubleshooting server, WI-FI and cellular issues.
2. Describe your responsibilities and accomplishments as a leader or participant on a recent technology project.

AN EQUAL OPPORTUNITY EMPLOYER

The City of Gardena does not discriminate on the basis of race, religion, color, national origin, ancestry, disability, marital status, age, sex or sexual orientation. The City of Gardena maintains and enforces a zero-tolerance policy relating to substance abuse and maintains a smoke-free workplace.

SUBMIT APPLICATIONS TO: **CITY OF GARDENA HUMAN RESOURCES OFFICE**
1700 W. 162ND STREET, GARDENA, CA 90247
Human Resources Office: (310) 217-9688
www.cityofgardena.org
24 HR Job Hotline: (310) 217-9515



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