

Central Texas Rural Transit District
Job Description
Job Title: Information Technology Specialist

Exempt (Y/N): Yes	Division: CTRTD
Salary Level:	Department: Administration
Location: Coleman, Texas	Supervisor: Information Technology Director
Employee Name:	Date: 8/11/22
Prepared by: Assistant General Manager	Approved by: General Manager

JOB SUMMARY: Under the supervision of the Information Technology Director, the Information Technology Specialist is responsible for assisting with the planning, installation, testing, implementation, ongoing operation, and maintenance of software and hardware and various technologies used for: transit reservations, scheduling, dispatching, reporting, and management system; routing, scheduling, dispatching, reporting, and management system; communications systems including phone system, cellular phones, two way radio systems, and surveillance systems in both vehicles and facilities and the administration/management of those services. They will be responsible for assisting with the development and implementation of ITS related policies and procedures. Ensure that only authorized key personnel have access to required electronic management systems. Ensure the confidentiality of passwords; and acts as a point of contact for all software users regarding operational status of equipment, application software questions, and troubleshooting. Install and operate computers and software to new and outdated computers. Deal with problematic printers and hardware, and whenever necessary will coordinate with Computer Technology consultant and Printer/fax vendors.

TASKS, SKILLS AND DUTIES

Essential Functions:

1. Works closely with CTRTD Management staff to support the vision and mission of the organization;
2. Assist CTRTD Management with review, development, modification, procurement, implementation, operation, and improvement of various technologies;
3. Assist CTRTD Management with improvement of support processes, and staff's subject matter expertise and technical capabilities;
4. Coordinate with operations managers to ensure effective use of technologies to provide safe, dependable, efficient, and cost-effective transportation services;
5. Coordinate numerous technologies including, but not limited to, computer networks, internet service, radio communications, security cameras, alarm systems, electronic destination signs, mobile data computers, tablets, automatic vehicle locators, global positioning satellite technology, and geographic information system and mapping technology;
6. Coordinate implementation of technologies;
7. Ensure quality performance of technologies;
8. Monitor technology processes and make recommendations as needed;
9. Monitor, document, and provide reports on the performance of technology vendors;
10. Ensure adequate training of staff in proper use of technologies;
11. Ensure proper use of technology resources by CTRTD staff;
12. Provide technical support, guidance, and assistance to CTRTD staff as needed;

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13. Assist with the Development of procedures and written instructions for use of various technologies;
14. Maintain technology vendor and consultant relationships;
15. Manage and maintain technology equipment assets and inventory;
16. Ensure accuracy of operational data collection and reporting;
17. Assist with the set up, configuration and support of internal and/or external networks;
18. Assist with the set up, development and maintenance of all systems, applications, and security and network configurations;
19. Install, maintain and support client hardware, software and peripherals;
20. Monitor servers;
21. Troubleshoot network performance issues;
22. Perform upgrades and patches on PC's, servers and communication devices;
23. Manage and administer backup processes and systems to ensure data and system integrity for servers, workstations, and other equipment;
24. Administer and support multiple Windows server platforms;
25. Add, grant or remove users' access to systems;
26. Improve, maintain, and assist with disaster recovery plan;
27. Maintenance and administration of phone systems;
28. Administration of Cellular telephones and related equipment;
29. Maintain agency website;
30. Maintain and service problems with Surveillance systems at CTRTD facilities and in CTRTD Vehicles.
31. Additional duties related to various technologies used in CTRTD facilities or vehicles;
32. Report all equipment transfers to the Information Technology Director & Bookkeeper and make recommendations for disposition of equipment;
33. Coordinate with Information Technology Director to ensure adequate training and knowledge in the event ITS staff is unavailable;
34. Attend meetings, training/travel, and workshops as required by Supervisor;
35. Comply with Agency regulations and policies;
36. Oversees and acts as the main point of contact for all Saturday Managed Care Organization Trips including: dispatching, checking MCO portals, scheduling trips as needed, receiving client phone calls, reporting to MCO providers as required, effectively communicating and reporting incidents/accidents, coordinating staff to required duties and tasks, and other duties as assigned.

Other Duties and Responsibilities:

1. Become familiar with all CTRTD policies and procedures;
2. Become familiar with all funding sources' regulations and requirements;
3. Attend training and conferences related to job duties, as directed;

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4. Perform other duties as deemed necessary by the General Manager, Assistant General Manager, or the Information Technology Director.

Minimum Requirements (Mandatory for Hiring):

1. A relative Bachelors Degree or equivalent work experience;
2. 3+ years of related professional experience in project management and systems integration;
3. Experience with or significant knowledge of various information and communication technologies;
4. Education and experience that would provide the required skills and knowledge for successful performance;
5. Knowledge of commonly used technology concepts, practices and procedures;
6. Experience with all current Windows platforms;
7. Experience in developing documentation such as procedures and work instructions.
8. Ability to effectively communicate and work with others including management, staff, vendors, and funding source representatives;
9. Ability to effectively prioritize and manage multiple tasks and projects;
10. Strong organizational and planning abilities;
11. Strong verbal and written communications skills;
12. Ability to perform multiple tasks and meet deadlines;
13. Ability to deal with problems constructively;
14. Ability to follow pre-established guidelines to perform the functions of the job.

Skills That May Be Taught on the Job:

1. Policies and procedures as they relate to all CTRTD systems;
2. Compliance with funding agencies' requirements;
3. Understanding of activities associated with the provision of passenger transportation services including demand-response service.

RELATIONSHIP SKILLS

1. Ability to communicate effectively, both verbally and in writing;
2. Ability to work productively with co-workers, management staff, other professionals, CTRTD Administrative staff, Operations staff, vendor and consultant representatives, and the general public;
3. Ability to work with or without supervision;
4. Ability to present a professional appearance and conduct when representing CTRTD;
5. Ability to maintain confidentiality in all phases of CTRTD operations;
6. Ability to perform tasks effectively and efficiently.

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7. Ability to carry out instructions assigned by the General Manager, Assistant General Manager, Operations Manager, and the Information Technology Director.

PERFORMANCE CONDITIONS

Must possess Texas drivers license and is subject to Drug & Alcohol Testing, Physical, MVR check, and Criminal records check.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel objects, tools, or equipment.

The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

THIS FORM REFLECTS THE GENERAL DETAILS CONSIDERED NECESSARY TO DESCRIBE THE ESSENTIAL FUNCTION OF THE JOB IDENTIFIED AND SHALL NOT BE CONSIDERED AS A DETAILED DESCRIPTION OF ALL THE WORK REQUIREMENTS THAT MAY BE INHERITED IN THE JOB.

Failure to comply with Personnel Policies, job responsibilities, and functions can result in disciplinary actions and termination.

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**Review, Sign, and Return Job Description
with Application**

Applicant/Employee Acknowledgement

I have read, understand, and agree to perform the duties as outlined in this position description.

Applicant/Employee Signature

Date

Supervisor's Signature

Date