


Position Identification			
Position Title	Technical Specialist, Transit Technology		
Position Replaces	Technical Specialist – Smart Technology		
Position Level	Employee	Position Code	1463
Pay Group	Group 10	Revision Date	2023
Supervisor Title	Manager, Transit Technology	Sup. Position Code	1094
Additional Requirement	CRC	N/A	
Exclusion Rationale	N/A	On-Site Requirement	2 days/ week
Division	Information Technology		

Organizational Description

BC Transit is a provincial crown corporation responsible for the overall planning and delivery for all of the different municipal transportation systems within British Columbia, outside Greater Vancouver.

Our Mission: Delivering transportation services you can rely on

Department Summary

The Enterprise Technology department enables BC Transit to deliver safe, reliable and effective transit services by providing resilient technology foundations, platforms, and products that support the needs of all stakeholders. Through a focus on business continuity, security, and outcome-driven delivery, Enterprise Technology acts as a trusted technology advisor, aligning investments to organizational priorities and supporting effective operations and long-term sustainability.

Job Overview

Reporting to the Manager, Transit Technology, the Technical Specialist, Transit Technology performs a variety of functions that support both the technical and business objectives related to BC Transit's Transit Technology initiatives, including but not limited to: Automatic Vehicle Location (AVL), Automated Passenger Counters (APC), Closed Circuit Television security system (CCTV) and Fare Technology. This position will be a key member of the team responsible for the system administration of bus onboard technologies, user support and ticketing, operational processes, and the related hardware on BC Transit's fleet of vehicles.

The Transit Technology program works with multiple business units, operating contractors, and vendors and implements new public-facing services; as a result, the Technical Specialist must possess strong customer service and communication skills, while applying prioritization, troubleshooting and organizational capabilities to ensure the consistent availability of Smart Technology services.

Key Accountabilities and Expectations

Key Accountability	Expectation
Operational Support, Incident Resolution, and Escalation	<ul style="list-style-type: none"> • Resolves issues related to Smart Bus onboard technologies, including, but not limited to APC, CCTV, AVL, Fare Payments and routes issues to relevant departments and vendors per Service Level Agreements (SLAs) and standard operating procedures (SOP) • Act as an escalation point for advanced or difficult support requests for on board technology from operations and other technical staff, as well as for the backend data collection and software tools and portal utilized by transit operations. • Assist in providing operating partner support when volumes are high. • Perform post-resolution follow-ups with operations, technical staff, partners and vendors • Communicate and enforce incident and service request handling and escalation policies and procedures • Proactively monitor and manage diagnostic systems related to smart bus onboard technologies, identifies issues, and conducts initial troubleshooting • Record, track, document and manage SmartBus service desk request problem-solving process, including successful and unsuccessful decisions made, and actions taken, through to final resolution. Analyzing this information for trends and continuous improvement. Alerting applicable stakeholders to trends as needed • Escalate issues, service requests, and problems as required to the Senior Technical Specialist
Onboard Technology Installation, Configuration, and Standards Compliance	<ul style="list-style-type: none"> • Perform a variety of duties related to the installation, configuration, and maintenance of SmartBus and IT equipment for on board technology and the associated configuration, testing, and deployment with both internal stakeholders and external vendors. • Keep an accurate log of all onboard technologies in BC Transit buses through the Smart Technology Fleet Database including date of install, warranty expiration, and any hardware replacement • Work with vendors and BC Transit personnel to ensure onboard technologies are recommissioned according to protocol after a replacement • Organize and schedule vendor install crews for large scale Smart Technology hardware replacement or upgrades

	<ul style="list-style-type: none"> • Work with Fleet Management to ensure bus onboard technology standards are followed on new and existing bus builds, standards for new bus purchases are followed, and any related hardware is adequately supported
Systems Monitoring, Updates, and Data Quality Support	<ul style="list-style-type: none"> • Plan and deploy firmware updates and software updates for feature upgrades and security after assessing impacts to production systems for onboard technologies, backend data capture systems, and transit operations portals. • Works with Service Analysis to regularly audit APC and AVL Reporting software and ensure data quality is maintained throughout the system • User Management & Auditing – responsible for management of users for all onboard technology systems including usernames, logins, etc.
Process Improvement, Automation, and Change Participation	<ul style="list-style-type: none"> • Automate repetitive tasks with scripting, workflow tools, or other software tools. • Recommend people, process, and technology changes to resolve issues or enhance the Smart Technology program. • May be required to participate in or manage small enhancements or change requests • Participate in emergency and scheduled system changes outside of normal working hours when required.
Additional Duties	<ul style="list-style-type: none"> • Build rapport with, and between, vendors and business unit leaders to help them achieve enterprise objectives • Prepares a variety of status reports for the Manager IT, Enterprise Technology, and relevant stakeholders in relation to open issues, sustainment, day-to-day management of on bus technology components • Performs related duties in keeping with the purpose and accountabilities of the job

Summary of Qualifications and Job Specific Competencies	
Education	<ul style="list-style-type: none"> • Diploma or degree from a recognized college or technical school, or any equivalent combination of education, training and experience in the field of computer science, computer engineering, software engineering, or electrical engineering may be considered. • Training in formal information service or project management frameworks would be an asset • Professional technical certifications would be an asset
Experience	<ul style="list-style-type: none"> • 3 years of related work experience • Demonstrated experience coordinating and managing the work of internal departments, contractors, and vendors • Ability to provide exceptional service to internal and external customers consistently, achieving a high level of customer satisfaction through assessing needs, establishing goals and resolving issues • Demonstrated understanding of how to efficiently maintain and support an information systems environment • Strong understanding of network concepts including Wi-Fi, routers, switches, firewall, VPN appliances • Demonstrated understanding of information security tools and best practices • Ability to identify and proactively resolve network/server problems using centrally managed toolsets • Proactive and intuitive with maintenance and triaging of onboard bus technologies • Past experience with data and application support • Demonstrated experience troubleshooting hardware, software and applications both on-site and remotely • Experience managing support and help-desk ticketing systems and procedures • Experience with onboard transit technologies, such as AVL, APC and CCTV systems is an asset • An equivalent combination of education and experience may be considered
Key job-specific competencies	<ul style="list-style-type: none"> • Ability to work cooperatively within diverse teams and different user groups • Extremely strong prioritization skills