TRANSIT INFORMATION SYSTEMS SPECIALIST 1-3

CLASS DESCRIPTION

General Responsibilities:

This is professional work in the development or support of automated management information systems/services within Metro Transit. This work is characterized by the application of professional skills in providing standardized developmental and support activities, and serving as a contributing member on team efforts. The employee, under the general supervision of the Transit Information Services Coordinator, exercises professional judgment in completing assigned tasks.

This series is structured to provide for career progression from Transit Information Systems Specialist 1 to 2 as a function of employee expertise (as gained through experience). Progression to a Transit Information Systems Specialist 3 is normally contingent upon the availability of budgeted position vacancies and is normally accomplished by competition or position study. It should be noted that higher level positions within the series are characterized by increasing independence, expertise, judgment, discretion, responsibility, initiative, coordination, planning, conflict resolution and leadership.

Transit Information Systems Specialist 1

This is entry-level professional work in the development or support of automated management information systems/services within Metro Transit. This work is characterized by the application of professional skills in providing standardized developmental and support activities, and serving as a contributing member on team efforts. This work is normally performed under the close to limited supervision of the Transit Information Systems Coordinator.

Transit Information Systems Specialist 2

This is objective level professional work in the development or support of automated management information systems/services within Metro Transit. This work is characterized by the independent application of professional skills in providing standardized developmental and support activities, and serving as a contributing member on more diverse team efforts. The employee, under the general supervision of the Transit Information Services Coordinator, exercises considerable judgment.

Transit Information Systems Specialist 3

This is advanced-level professional work in the development or support of automated management information systems/services within Metro Transit. This level is characterized by responsibility for the development and implementation of automated systems and major system components or the development and implementation of support systems and programs, as assigned. Work may involve leadership responsibility on specific projects, as assigned and is performed under the general supervision of the Transit Information Systems Coordinator or other supervisor/manager.

Examples of Duties and Responsibilities:

Transit Information Systems Specialist 1

Participate in the development of user applications and/or the enhancement of existing applications within well-defined parameters; as a member of a development team. Analyze customer requirements. Write database applications using current development language(s). Prepare, or assist in preparing, system documentation. Assist in testing user applications, hardware and systems software.

Work with customers to define requirements for basic applications (e.g., stand-alone systems with limited users, limited/routine transactions, few data elements, few screens, no/limited interface with other applications, etc.). Analyze requirements and translate application design specifications to current development language including inputs, processing and outputs. Establish proper controls for security and test applications. Prepare documentation.
Actively participate on internal teams to improve departmental programs and services.

Participate in diverse departmental efforts in a training capacity, (e.g., involvement in application development involving networking considerations, database management, etc. in order to facilitate back-up capability).

Present/participate in related customer training.

Perform project support for Intelligent Transportation projects, as assigned, e.g., Automatic Vehicle Locators (AVL), Automatic Passenger Counters (APC), Automatic Fare Boxes, Geographic Information Systems (GIS) scheduling, and other technology improvements. Support new activities with the existing systems, and all internal databases. Perform related research and development, write technical specifications and work with consultants to ensure contract compliance.

Provide liaison to the City Information Technology Department, as required.

Support computerized records management system and the office automation software. Administer security and perform or coordinate troubleshooting activities. Develop user profile menus, coordinate log-in access, build format screens based on specialized system documentation standards, and perform other related technical activities.

Support the installation and implementation of software and general personal computer applications consistent with the needs of the department.

Follow/recommend documentation formats and draft proper documentation (e.g., user manuals) for both hardware and software operations.

Participate in Metro Transit web page development and maintenance.

Perform related work as required.

Transit Information Systems 2

Perform all work consistent with the class of Transit Information Systems Specialist 1 with a greater degree of skill and independence.

Ensure application designs, systems software and networks are compatible and in alignment with the practices and goals of the department.

Establish documentation formats and ensure that the proper documentation (e.g., user manuals) is prepared for both hardware and software operations.

Perform related work as required.

Transit Information Systems 3

Perform all work consistent with the class of Transit Information Systems Specialist 2 with a greater degree of skill and independence.

Work with customers on the more complex automated applications (e.g., involving system networking; diversity of users and user interests; a large number of data elements and procedural considerations; and generally, a large number of variables in design, hardware/software, and potentially conflicting priorities, etc.).

Act as Project Leader on smaller projects and/or components of larger projects. Provide activity schedule and provide technical consultation and training to lower level staff as required.

Contact vendors, evaluate products, and actively participate in the request for proposal (RFP) processes. Participate in vendor contract negotiations.

Exercise judgment in the resolution of conflicts relative to scheduling priorities between customers, varying solution options to applications, etc.

Perform related work as required.

QUALIFICATIONS

Training and Experience:

Generally, positions in this classification will require:

Transit Information Systems Specialist 1

Possession of a four year degree from an accredited college or university in computer science or a related field, or possession of an Associate's Degree in computer science or a related field and two years of directly related experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the

knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Transit Information Systems Specialist 2

Two years of professional experience in the development of computerized information system(s) comparable to that gained as a Transit Information Systems Specialist 1 with the City of Madison. Such experience would normally be gained following completion of a four year degree from an accredited college or university in computer science or a related field, or completion of an Associate's Degree in computer science or a related field and 2 additional years of directly related experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Transit Information Systems Specialist 3

Two years of objective-level professional experience comparable to that gained as a Transit Information Systems Specialist 2 with the City of Madison. Such experience would normally be gained following completion of a four year degree from an accredited college or university in computer science or a related field, or completion of an Associate's Degree in computer science or a related field and 2 additional years of directly related experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Knowledge, Skills and Abilities:

Transit Information Systems Specialist 1

Knowledge of desktop and server computer system technology (hardware and software) and its effective application. Knowledge of computer system design and database programming languages such as Microsoft SQL, Visual Basic, Access, etc. Knowledge of relevant networking considerations. Ability to effectively participate in team efforts to improve/develop departmental programs and services. Ability to evaluate software and recommend purchase. Ability to exercise judgment and discretion in completing assigned tasks. Ability to determine customer needs and recommend the scope of projects. Ability to provide technical support to users in project development, problem resolution/troubleshooting for routine hardware and software computer malfunctions, and coordination with vendors. Ability to readily become familiar with specialized transit/transportation computer systems and technological needs. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships. Ability to problem solve, apply logic, and perform process identification and systems thinking. Ability to work effectively with multicultural populations. Ability to maintain adequate attendance.

Transit Information Systems Specialist 2

Working knowledge of desktop and server computer system technology (hardware and software) and its effective application. Working knowledge of computer system design and database programming languages such as Microsoft SQL, Visual Basic, Access, etc. Working knowledge of relevant networking considerations. Ability to effectively participate in team efforts to improve/develop departmental programs and services. Ability to evaluate software and recommend purchase. Ability to exercise judgment and discretion in completing assigned tasks. Ability to determine customer needs and define the scope of projects. Ability to provide technical support to users in project development, problem resolution/troubleshooting for routine hardware and software computer malfunctions, and coordination with vendors. Ability to readily become familiar with specialized transit/transportation computer systems and technological needs. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships. Ability to problem solve, apply logic, and perform process identification and systems thinking. Ability to work effectively with multicultural populations. Ability to maintain adequate attendance.

Transit Information Systems Specialist 3

Thorough knowledge of desktop and server computer system technology (hardware and software) and its effective application. Thorough knowledge of computer system design and database programming languages such as Microsoft SQL, Visual Basic, Access, etc. Thorough knowledge of relevant networking considerations. Ability to effectively participate in team efforts to improve/develop departmental programs and services. Ability to evaluate software and recommend purchase. Ability to exercise judgment and discretion in completing assigned tasks. Ability to determine customer needs and define the scope of projects. Ability to lead and oversee projects and related staff. Ability to provide technical support to users in project development, problem resolution/ troubleshooting for routine hardware and software computer malfunctions, and coordination with vendors. Ability to readily become familiar with specialized transit/transportation computer systems and technological needs. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships. Ability to problem solve, apply logic, and perform process identification and systems thinking. Ability to work effectively with multicultural populations. Ability to maintain adequate attendance.

Necessary Special Qualifications:

Ability to meet the transportation requirements of the position.

Physical Requirements:

Work is primarily sedentary in nature and performed in an office environment. Employees will be expected to use standard office equipment such as a telephone, computer, calculator, copier, and fax machine. Employees must have the physical strength, coordination and acuity inherent to set up, install and test computers as assigned. Employees may be expected to visit sites throughout the City in order to troubleshoot issues.

Class	Comp. Group	Range
Transit Information Systems Specialist 1	44	06
Transit Information Systems Specialist 2	44	08
Transit Information Systems Specialist 3	44	10

Approved: _____

Harper Donahue   Date
Human Resources Director