Transportation Technology Specialist

Port Authority is seeking a Transportation Technology Specialist to provide day-to-day support of Transportation Technology systems and services from a device and software level, focusing on data management, data integrity, reporting, system integrations, and customer support; including training and usage assistance.

Primary support will be for the Transportation Technology software systems and services, with cross-support for other related applications also included. Works with Authority and vendor personnel to identify any technology or data-centric related issues with the systems and services and then follows through until conclusion. Works with data within systems to ensure integrity; building reports and data visualizations for effective understanding and presentation of information. Provides training support and assistance in the design of documentation.

Essential Functions:

- Serve as technical analyst supporting systems, services, and software of Intelligent Transportation Systems (ITS), including on-board tracking systems, electronic wayfinding signage, vehicle headsigns, Transit Signal Priority (TSP), Scheduling software, Maintenance and Operations management.
- Support data management of ITS applications, including integrity, entry, and import/export.
- Serve as data-centric support for reports, information sharing, and data visualization.
- Serve as customer support for software usage: Guide users with functional support and assist with navigating software. Resolve help desk tickets related to application software. Provide system end-user instruction for report generation and system functionality and also assist in the design of user documentation.

Job requirements include:

- Two-year technical school/Associate Degree in Information Science, Business or technology related field from an accredited school –or-
- BS Degree in Information Science, Data Analytics, Business or a technology related field from an accredited school
- Related experience may be substituted for the education on a year-for-year basis
- Strong analytical and problem solving skills
- Exemplary attention to detail
- Experience with complex deployments of enterprise-level applications, especially within the transportation industry
- Experience working with multiple interrelated applications concurrently
- Proven experience managing data, especially in ensuring integrity
- Knowledgeable in reporting software
- Ability to quickly understand, retain and apply large amounts of new information
- Ability to work in a fast paced, dynamic environment
- Great organizational skills
- Experience in monitoring and adhering to procedures and policies
- Excellent verbal communication skills with the ability to present information in a clear and concise manner
- Excellent customer service and problem resolution skills.
- Professional and effective communication skills.
- Ability to be flexible and adapt to change.

Preferred attributes:

- Aptitude in collating data and providing information in concise and useful manner.

We offer a comprehensive compensation and benefits package. Interested candidates should forward a cover letter (*with salary requirements*) and resume to:

Missy Ramsey
Employment Department
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Pittsburgh, PA 15222-2527
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EOE