

Transportation Technology Specialist

Pittsburgh Regional Transit is seeking a Transportation Technology Specialist to provide day-to-day support of Port Authority of Allegheny County d/b/a Pittsburgh Regional Transit (PRT)'s Transportation Technology systems and services from a device and software level, focusing on data management, data integrity, reporting, system integrations, and customer support. Supports Transportation Technology software systems and services, with cross-support for other related applications also included. Works with PRT 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.

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:

- High school diploma or GED.
- Associate's degree or two (2) years of college in information science, business or technology related field from an accredited college or university. Related experience may be substituted for education on a year-for-year basis.
- No experience required. No certifications or licenses required.
- 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:

Taylor McBride
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EOE