



## **ITS (Intelligent Transport System)-Systems Specialist**

### **Description**

This Position is for the Automated Fare Collection Agency (AFCA) providing a Fare Collection service to A Re Yeng and Tshwane Bus Services in Tshwane.

### **Salary**

Market Related

### **Duties and responsibilities**

#### MAIN JOB OBJECTIVES/PURPOSE OF THE JOB

- To ensure the smooth operation of the A Re Yeng System's Information and Communication Technology (ICT) network in order to provide maximum performance and availability to the Intelligent Transportation Systems (ITS) and Automated Fare Collection (AFC) equipment and systems;
- To support the ITS/AFC technical team including planning, development and troubleshooting; and
- To support the technical project team with the implementation of any new ICT, ITS and AFC equipment in future projects

#### DESCRIPTION OF KEY RESPONSIBILITY AREAS AND ROLES

#### RESPONSIBILITIES:

- To engage with the ITS, AFC and ICT service providers responsible for the systems design, monitoring and maintenance of the relevant systems and equipment;
- To support the technical project team with the implementation of any new ICT, ITS and AFC equipment in future projects.
- Monitor and manage the performance and availability of the ICT infrastructure equipment;

- Capture all Change Control Requests, circulate for approval and assist with the implementation thereof;
- Adhere to all processes and procedures related to the effective management of the ICT, ITS and AFC equipment
- Assist and support the technical project team with the implementation of any new ICT, ITS or AFC equipment/solutions;
- Engage with Control Centre Staff and ITS/AFC Service Providers and will inform relevant stakeholders of details of problem areas for these to be solved.
- Identify, understand and plan for organizational and human impacts of planned systems, and ensure that new technical requirements are properly integrated with existing processes and skill sets.
- Clear understanding of a system flow from the ground up.
- Interact with internal users and customers to learn and document requirements that are then used to produce business requirements documents.
- Interact with designers to understand software limitations.
- Help programmers during system development, e.g. provide use cases, flowcharts or even database design.
- Perform system testing and Quality Assurance.
- Deploy the completed system.
- Document requirements or contribute to user manuals.

#### Roles:

- Define the fare system settings: routes, fare zones and stops, lines, calendars
- Perform the system security: define participants and rights, define users and user groups with rights
- Perform all system device management: reporting all device states, supervising the different components
- Manage the customers and cards: display of cardholder details, card restrictive lists management
- Manage the sales: fare rules definition, receipt format, integrity verification
- Perform the validation rules matching with product definitions
- Perform the inspection rules and different decisions
- Manage the frequency of the data integration and bulk data in the Central System
- System operation (versioning, administration, CD generation)
- Systems Monitoring

- Sales and receipts management
- Configuration data management
- User management

### **Qualification and Skills**

- An appropriate Computer Science or Information Technology B Degree, IT Diploma in Programming/Software Development or equivalent. These qualifications could be replaced by proven track record of more than 5 years in a similar high-level administration position;
- Oracle Database/BI Systems/Qlikview/MCSD Certification
- A post graduate qualification with Intelligent Transport Systems of Automated Fare Collection Systems will be a distinct advantage.
- Ability to immediately package problem situations and take appropriate decisions in terms of delegated authority;
- Ability to focus on detail – strong logical and analytical thinker;
- Ability to think broadly and consider impacts across systems and within the City of Tshwane;
- Good interpersonal and communications skills;
- Ability to perform under pressure and to execute deadline management;
- Ability to report regularly and inclusively;
- Specific training will be provided; and