

MASS TRANSPORTATION AUTHORITY

JOB DESCRIPTION

POSITION: IT SPECIALIST/SENIOR APPLICATION SUPPORT SPECIALIST

CLASSIFICATION: TECHNICAL

GRADE LEVEL: ONE – FOUR

SCOPE OF RESPONSIBILITIES:

The Senior Application Support Specialist provides real-time support, maintenance and enhancements of the MTA's enterprise application systems and services. This includes frequent value-add interface with our business community in support of their application usage and productivity improvement needs. In addition to supporting the MTA's current portfolio, this role will be integral to the technology transformation throughout the organization. This includes active participation in our transformation of bus in-vehicle technologies, security platforms and fare management.

SUPERVISON BY: CHIEF TECHNOLOGY OFFICER

PRINCIPAL RESPONSIBILITIES:

- Take ownership of assignments and see them through to completion
- Respond and resolve business partner system operation and usage problems
- Develop and deploy root-cause focused solutions to technical problems
- Assist team members with complex problem investigation and resolution
- Proactively identify and deploy new application and supporting business process efficiencies
- Enhance current and develop new system testing environments and processes
- Develop and deploy asset early-warning programs for critical assets and/or business processes
- Provide frequent, complete and effective communications to all stakeholders
- Lead and participate in projects to leverage current technology assets and deploy new assets and capabilities
- Develop and present project scoping documents and task estimates
- Develop and maintain technical documentation assets
- Participate in product and supplier assessments
- Interact proactively and productively with software suppliers and their support teams
- Function effectively working independently or as part of a team
- Consider new assignments a challenge and successful completion an achievement
- Perform other duties, as assigned.

QUALIFICATIONS: To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to communicate clearly in both oral and written forms
- Strength in supporting package-based systems
- Ability to read and write SQL queries

- Functional strength in one or more of the following: Trapeze, Microsoft Dynamics, Fuel Master, UltiPro, Kronos, SharePoint, AngelTrax, Genfare Link, Luminator
- Technical strength in one or more of the following: Java, .Net, MS SQL, Crystal Reports, O365, MS Windows, Visio

EDUCATIONAL and/or EXPERIENCE:

- 4-year degree in a technical discipline, such as Computer Science, Business Computer Systems, Systems engineering or similar field of study focusing on technology and software
- More than three (3) years of progressively increasing responsibility and functional success in a technical team environment
- Clear experience and success in maintaining enterprise critical systems and technologies
- Training toward certification in ITIL and/or PMI
- Hands-on experience with IBM AS/400 platform
- Experience in over-the-road transportation industries

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 40 pounds
- Must be able climb ladders

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Expected work is in both inside and outside environments.
- Expected work will require travel to some off-site locations

WAGE: Determined by the Level of Experience and Education of applicant

APPLICATION SUBMITTAL:

- Apply in person at the MTA Administration Building, 1401 S. Dort Hwy., Flint or any MTA location in Genesee County
- Submit resumés to jobs@mtaflint.org
- Visit our website at mtaflint.org, print out an application and return it to any MTA location

MTA is an equal opportunity employer!

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.