



## Sonoma-Marin Area Rail Transit District

### RAILROAD INFORMATION SYSTEMS SPECIALIST

#### Purpose

Under the direction of the Information Systems Specialist, the Railroad Information Systems Specialist (Specialist) is responsible for all activities in support of the Operations Department Maintenance Management Information System (MMIS), as well as computer systems support for the Operations Department. The Specialist works with Operations Department management to align MMIS and Operations technology solutions with business strategies. This position ensures that the MMIS and all other Operations Department IT systems are working properly at all times and that all department work flows meet system requirements.

#### Description

The Railroad Information Systems Specialist is responsible for managing the MMIS. The job responsibilities include but are not limited to: defining roles and permissions; creating and defining front end user access; analyzing, testing and implementing updates; creating reports and troubleshooting all system problems. The Specialist works with end users in Rail Operations to determine system requirements and recommends modifications and enhancements to new or existing systems. The Specialist also provides training and technical support to system users and performs technical and analytical tasks in support of rail operations.

In addition, the Specialist will be responsible for Operations IT support. The Specialist will perform a variety of technical support duties related to the operation of computer systems, hardware, software packages, data communications, operating systems, telephones and other technological applications and peripheral equipment. The Specialist will perform routine network maintenance and troubleshooting; and provide user training and support for all IT systems related to and used by the SMART Operations Department. This person acts as a liaison between the Information Systems Department and the Rail Operations Department.

#### Duties and Responsibilities include, but are not limited to the following:

*Class specifications are intended to present a descriptive list of the range of duties performed by, and minimum requirements required of, employees in the class. Specifications are not intended to reflect all duties performed within the job. SMART reserves the right to determine and amend job responsibilities.*

- MMIS Administration
  - Responsible for ensuring that the Maintenance Management Information System (MMIS) provides the means for tracking railroad asset inventory with associated life-cycle costing of capital assets across the agency, as well as scheduling federally-mandated inspection and maintenance cycles for rolling stock, track, signals and other fixed assets.
  - Administers and oversees the Maintenance Management Information System for all system users, conducts database and application troubleshooting.
  - Leads internal work teams, task forces and consultants in resolving MMIS problems and identifying requirements and enhancements.

- Designs, reviews, and analyzes MMIS reports utilizing report writing software. Prepares and presents routine reports; analyzes trends and recommends adjustments to address and/or capitalize on trends.
- Training
  - Develops training materials and trains system users.
  - Proactively assists with the identification of training and development requirements.
  - Works with IT and Operations management and staff to design and implement training and development initiatives that will continuously upgrade the skills and capabilities of staff.
- Develops technical specifications for system upgrades/changes with coordination from the IT Department.
- Performs field and acceptance tests to system upgrades/patches before implementation, and conducts proper training to maintenance personnel.
- Develops and implements policies, procedures, and process changes required for successful MMIS performance.
- Monitors and evaluates MMIS performance to ensure alignment with the District's strategic goals and applicable rules and regulations.
- Ensures system tracks warranty administration on parts and assets, and works closely with Superintendent of Vehicle Maintenance to ensure accurate and complete tracking of warranty status.
- Assists Superintendents of Vehicle Maintenance, and Signals and Way, in developing rail maintenance plans, including: maintenance job plans, preventive maintenance work packets, modules, task frequency and details.
- Operations Department Systems Support
  - Assist with the administration of desktop computer hardware and software and voice over internet protocol (VoIP) telephone systems. Coordinate changes, update and resolve issues; add, change and maintain users, profiles and group settings.
  - Coordinate and provide technical support to District personnel over the telephone and in person using computers and mobile devices.
  - Install, troubleshoot, and perform minor repairs and reconfiguration of network devices such as routers, switches, and firewalls with minor direction.
  - Diagnose, troubleshoot and maintain hardware and software.
  - Install, diagnose and troubleshoot basic problems with LAN/WAN equipment, connections, and nodes; including workstations, servers, printers, modems and peripheral equipment.
  - Maintain documentation of work requests and inventory records.
  - Perform software reloads and upgrades for desktop computer systems.
  - Respond to computer disruptions and system failures.
  - Provide user support to end users regarding operational, system, equipment, software questions and problems, implement system-wide security measures, perform preliminary diagnosis of hardware problems.
  - Schedule vendor maintenance and repair activities.
  - Assist in projects assigned including equipment moves, changes in software or hardware, network systems and/or operating system changes; coordinate or establish schedules, standards and goals between various District and outside contacts.
  - 1st level support and troubleshooting of the following Operations Department systems:
    - Dispatch Audio Recording
    - Two IP based video surveillance systems spanning the entire railroad
    - Containerized Data Center
    - Land Mobile Radio System (LMR) – Work with SMART's radio system contractor to ensure operational status of SMART LMR system.

- Radio Dispatch Consoles
    - Handheld and Vehicle borne radios
    - Five radio tower sites
  - Onsite support of the Rail Network, Station Network, and Admin Networks
    - Assist SMART contractors serving as onsite support for any network issues.
  - Handheld fare validation devices
  - Automatic Vehicle Location system
  - Operations Cell Phones
  - FirstNet system
- Performs related duties as assigned.

## **Qualifications, Skills, Knowledge and Abilities**

### **Minimum Qualifications:**

- Bachelor's Degree in Information Technology, Computer Science, Information Systems or equivalent certifications and experience.
- Five years of experience in business analysis which includes designing and documenting detailed process flows and performing quality assessment and assurance functions; OR an equivalent combination of education and experience.
- Two years of progressively responsible experience in an information technology environment performing duties related to computer systems support, desktop/user support, technical support or networking support.
- Possession of a valid driver's license or ability to obtain a California driver's license within sixty (60) days of employment.

### **Preferred Qualifications:**

- Public agency experience.
- MAXIMO or similar experience.
- A minimum of three years of experience working in an asset management maintenance system in the area of application administration: railroad or rail transit experience preferred.
- General knowledge of the railroad regulatory data requirements driven by Federal Railroad Administration and California Public Utilities Commission regulations.
- Manufacturers' certification in Cisco networking CCENT/CCNA or Microsoft enterprise products MTA/MCP highly desirable.
- Experience in video surveillance systems.
- Experience in Land Mobile Radio systems.

### **Skills in:**

- MMIS Administration
  - Inventory
    - Automated inventory control and management systems.
  - Process
    - Understanding and interpreting end user requirements.
    - Planning, implementing, completing, and reporting on progress, reviews, and end results.
  - General
    - Developing quality control techniques related to final product completion.

- IT Support
  - Customer service.
  - PC Support
    - Utilizing personal computer software programs affecting assigned work.
  - General
    - Troubleshooting hardware and software problems and implementing solutions.
    - Microsoft Active Directory protocols, maintenance practices and procedures.
    - The use and care of tools and equipment related to the installation, maintenance, troubleshooting, and upgrading of a variety of voice and data networks and communication hardware and software.
    - Diagnosing complex problems with equipment, applications, communication systems, and operating systems and recommending corrective action.
  - Network Support
    - Deployment of computer network components in datacenters, offices and third party cloud systems.
- IT Management
  - Business process management techniques.
- Office Support
  - Creating databases and dynamic tables using Access or Excel.
- Public Agency/Transportation Agency Experience
  - Report preparation and presentation.

**Knowledge of:**

- MMIS Administration
  - Inventory
    - General methods and practices of storekeeping including ordering, receiving, storing, requisitioning, inventory control (including taking inventory), issuing materials, supplies and equipment
  - Vehicle and equipment parts, accessories, parts assemblies and terminology; General
    - Rail transit and/or Railroad Industry maintenance and operational principles and practices.
    - Databases and how to utilize them for reporting.
    - Various report writing software.
- IT Support
  - General
    - Microsoft Office Suite (Word, Excel, Access, Outlook, PowerPoint).
    - Relational databases, SQL and Oracle.
    - SharePoint including functionality and experience with team site development.
    - Effective practices of system design, implementation, troubleshooting, repair, and maintenance.
  - Network Support
    - Wireless systems, switch and router protocols, installation maintenance practices and procedures.
    - WAN, LAN, Wireless and VoIP technologies.
    - Multiple network hardware vendor syntax, including HP and Cisco.
- IT Management
  - Principles and procedures of record keeping, accessing and updating.

- Principles and practices of information technology system security and control.
- Office Support
  - Modern office procedures, methods, and equipment.
  - Operation of computer equipment, networked systems, related peripherals and software applicable operating environments, commands, operating systems, structures, backup and restore procedures, requirements and procedures for set up.
- Public Agency/Transportation Agency Experience
  - Pertinent state and federal regulations; Agency policies, procedures, rules and regulations.
  - Basic functions of a public agency.

### **Ability To:**

- MMIS Administration
  - Inventory
    - Plan and organize inventory management unit of an MMIS for a complex rail vehicle, positive train control/signal system, and fixed railroad assets (track, switches, bridges, structures, platforms).
    - Learn the various components, supplies and equipment of SMART's vehicles.
  - Process
    - Perform business process analyses on railroad operational components and workflows.
    - Use professional and/or technical concepts to perform assigned duties and solve problems.
  - General
    - Develop training materials and present application training to a variety of end users.
- IT Support
  - General
    - Research and recommend new technologies and systems.
    - Keep records and system documentation while following best practices and procedures.
    - Develop and administer system security.
    - Set-up, install and modify software programs.
    - Maintain, troubleshoot and resolve malfunctions with databases, networked systems and/or PCs.
    - Read, comprehend and retain technical information on computer products and systems.
    - Manage and maintain a parts inventory.
    - Communicate technical information to non-technical users, explain system and application use, and provide training to end users.
    - Maintain current technical knowledge including learning new and existing software, applications, databases and hardware.
- IT Management
  - Establish and maintain effective working relationships with other department staff, management, vendors, and outside agencies utilizing the principles of good customer service.
  - Manage multiple tasks, setting objectives/goals and re-prioritizing work to meet changing deadlines and priorities.
  - Communicate and respond to inquiries, both orally and in writing.

- Use Project Management techniques and principles, including quality control and quality assurance.
- Research and analyze user requirements and make recommendations regarding the implementation of new programs and/or technologies including time and cost estimates.
- General
  - Carry out oral and written directions.
  - Manage workload effectively including multiple tasks and projects.
  - Use initiative and independent judgment within established guidelines.
  - Establish and maintain effective working relationships with those contacted in the course of the work.

### **Physical Requirements**

Must maintain the physical condition necessary to perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment. Ability to sit for prolonged periods, stand and walk, kneel, squat, and stoop; to talk and hear when conversing in person and over the telephone and addressing groups; use hands to operate keyboards and precision tools and equipment; close vision and the ability to adjust focus for reading written materials and computer screens; lift, drag, push, and carry boxes, computers and peripheral equipment weighing up to 75 pounds; sense of smell to detect overheated components. The incumbent may travel outside of the office to attend meetings or conduct business at various SMART Operations sites. Some work is outdoors and may experience inclement weather, moving machinery and uneven terrain. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

### **Position Details:**

- Base hourly wage: \$51.69 - \$62.82 per hour.
- There is a 12-month probationary period following appointment to this position.
- FLSA Status: Exempt.
- A thorough background check will be required including, but not limited to: current and past employers, personal contacts, education verification. A credit report will be required for positions covered under Labor Code 1024.5.
- (A complete list of background checks documents will be provided upon request)
- A pre-employment physical, including a urinalysis drug screen, will be required.
- A pre-employment psychological screening administered by a licensed psychologist will be required.
- SMART's Drug Free Workplace policy covers all positions within the District. This position is covered by the Company Authority policy which states that positions in the Operations Division and some positions in the Public Safety Department are also covered by random testing, reasonable suspicion, post-accident, and return-to-duty and follow-up drug and/or alcohol testing.

The Sonoma Marin Area Rail Transit District is an Equal Opportunity Employer