

JOB TITLE
Technical Manager
REPORTS TO
General Manager
DIRECT REPORTS
Tbc – approx 5
JOB PURPOSE
<p>Reporting into the General Manager you will be responsible for the day to day management of the technical team who are responsible for the ITSO Specification.</p> <p>This is a hands-on role providing technical leadership in the design and development of the ITSO Specification, and engagement with internal and external stakeholders, to ensure alignment with objectives.</p> <p>You will work with member organisations to ensure successful implementation through various engagement channels, that support the ITSO vision: “Making mobility seamless”.</p> <p>You will champion the use of ITSO to best deliver future mobility innovation opportunities which look to the future, while support existing implementations.</p>
RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• Provide oversight for the ITSO Specification, security design, enterprise architecture and its continuous improvement</li> <li>• Support the technical team to ensure efficient delivery on commitments</li> <li>• Collaborate with ITSO leadership team to define technical strategy and related product and/or service roadmaps</li> <li>• Apply knowledge of industry and operator requirements, trend and developments to improve the products and services offered to members, and provide an environment that fosters technical innovation in order to develop and grow the business</li> <li>• Work with our members to understand their requirements, issues and feedback to constantly improve our products and services</li> <li>• Provide technical expertise within our industry, and act as an ambassador with our external stakeholders</li> <li>• Lead technical and business requirement design sessions to influence member process designs to best implement the ITSO Specification</li> <li>• Provide the team with advanced level troubleshooting skills for deployment, implementation and testing issues</li> <li>• Maintain collateral including functional, technical, standard operating procedures and project documentation</li> <li>• Assess and understand new innovations and how they could be applied to ITSO</li> <li>• Navigate complex stakeholder relationships and implementation challenges</li> </ul>

- Complete required weekly administrative tasks including, individual status report, and time/expense entry
- Hold regular team meetings, 1-2-1's and annual appraisals / objective setting to align individuals to organisational goals
- Provide thought leadership and expertise on best practices and use/implementation of ITSO technology
- Mentor and/or coach on areas of expertise sharing your knowledge for the development of others
- Proactively identify, manage and solve problems

#### ENTRY REQUIREMENTS

- A BS or BA in a related technology field or 4-6 years of industry-related experience managing a technical delivery team

#### SKILLS, KNOWLEDGE AND EXPERIENCE – ESSENTIAL

- 4-6 years overall experience in a technical management role
- Experience of working within Public Transport/Ticketing or Retail Sector(s)
- Experience of the ITSO Specification and its implementation
- Good communication skills, verbal and written
- Excellent team working, organisational skills and attention to detail
- Able to prioritise workload and act on own initiative
- An ability to work to tight deadlines
- Able to work as part of a team
- Flexible and proactive approach
- Ability to retain a positive and professional attitude under pressure

#### SKILLS, KNOWLEDGE AND EXPERIENCE – DESIRABLE

- Hands-on technical management
- Knowledge of programming languages used for scripting (Python, JavaScript, Java or C )
- Experience of Agile project management methodologies
- Willingness to broaden experience and develop new skills through self-development

#### LIAISON/CONTACTS

Internal:  
ITSO Management  
ITSO Staff  
ITSO Board

External:  
ITSO Membership  
Third Party Suppliers  
Government Departments  
Limited external regulatory contact – as and when directed by the Financial Controller (e.g. Auditors, Government Agencies, Banks, Legal and Tax Advisors)