JOB TITLE

Technical Analyst

REPORTS TO

Technical Manager

DIRECT REPORTS

None

JOB PURPOSE

Reporting to the Technical Manager you will provide technical support in the design and development of the ITSO Technical Specification.

This hands-on role requires a detailed knowledge and understanding of the ITSO Technical Specification and engagement with internal and external stakeholders to ensure its successful implementation.

You will champion the use of ITSO to best support the delivery of future mobility innovation opportunities that support the ITSO vision: "Making mobility seamless."

RESPONSIBILITIES

- Provide support for the ITSO Specification, security design, enterprise architecture and its continuous improvement
- Assist in defining the technical strategy and related technology roadmap to deliver next generation ITSO Specification and related systems
- Apply knowledge of industry and operator requirements, trends and developments to improve the products and services offered to members, and provide an environment that fosters technical innovation in order to help develop and grow the business
- Provide technical expertise on matters relating to the ITSO Specification, becoming a liaison point for internal and external contacts
- Work with our members to understand their requirements, issues and feedback to constantly improve our products and services
- Help drive the evolution of the ITSO Specification as a member of the Technical Committee, ensuring that functional changes are fully aligned with member requirements and needs
- Develop and maintain a monitoring and reporting on key performance indicators highlighting the technical performance of ITSO
- To deliver services which are aligned with Member expectations and in support of the ITSO vision
- Maintain collateral including functional, technical, standard operating procedures and project documentation
- Provide expertise on best practises and implementation of ITSO Technology
- Provide Incident handling and provision of quality support services through accurate incident logging and diagnosis
- Participate in technical designing solutions and delivery of various IT and Technical projects

- Represent ITSO at various forums across the transport and wider communities, and act as an ambassador in support of technical and business objectives
- Support in-house research, development and testing efforts, including infrastructure related projects

ENTRY REQUIREMENTS

- A BSc or BA in a related technology field or 4-6 years years of industry-related experience working as part of a technical delivery team

SKILLS, KNOWLEDGE AND EXPERIENCE - ESSENTIAL

- 4-6 years overall experience in a technical role
- Experience in working within Public Transport/Ticketing or Retail Sector(s)
- Experience of the ITSO Specification and 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 work approach
- Ability to retain a positive and professional attitude under pressure

SKILLS, KNOWLEDGE AND EXPERIENCE - DESIRABLE

- Hands-on technical background
- 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

External:
ITSO Membership
Third Party Suppliers
Government Departments
External Standards Bodies and Associations