ROLE DESCRIPTION

Job Title	Technical Officer - Intelligent Transportation Systems (ITS)
Salary Band	SCP 27 - 32
Reporting to	Principal Solution Architect (ITS)
Directorate	Resources
Service Area and sub area	Digital Services
Team	N/A
Political Restriction	Permanent

1.   Primary Purpose of the Post
The role will work within the Digital Services function and will support the development, implementation and support of the LCRCA's Intelligent Transportation Systems and services. You will be responsible for daily monitoring and proactive maintenance to maximise performance and availability. You will also assist with the delivery of project tasks as required.

2.   Your responsibilities
Contribute to LCRCA Digital Services Team • Contribute to timely and helpful support for system users in resolving issues and delivering efficient operational outcomes for the organisation. • Assist in the delivery of all aspects of the digital service where required, specifically with regard to the delivery of Intelligent Transportation Systems services. • Put the needs of the people of the Liverpool City Region first in carrying out their duties, taking an action focussed and respectful approach. **Provide Technical Support to LCRCA Employees and Members** • Respond to relevant service requests in a timely manner. • Provision appropriate communications as required. • Contribute to major incident reviews. • Understand the data associated with ITS systems and the reporting options available to produce Management Information and Business Intelligence (MI/BI) • Assist with Problem Management function to identify root causes and implement changes where necessary. • May be part of the IT Out of Hours rota. **High Availability of Business Systems** • Respond to ITS incidents in a timely manner. • Pro-actively monitor ITS systems and applications to identify possible issues. • Respond to ITS alerting systems in a timely manner.

- Strictly adhere to IT change management processes.
- Pro-actively maintain ITS applications, systems and infrastructure as appropriate.
- Complete documented ITS daily checks and other preventative proactive tasks.
- Liaise with other Digital Services staff regarding the feasibility, capacity and scheduling of related changes.

3.	General Corporate Responsibilities

- To participate in all aspects of training and development as directed, use all relevant learning opportunities to improve personal skills and to improve the effectiveness and efficiency of Digital Service and ITS services.
- To contribute towards achieving corporate efficiency targets and initiatives.
- To ensure the Combined Authority's commitment to equal opportunities is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.
- Ensure all work complies with statutory requirements and with the Constitution of the LCRCA, including Standing Orders and Financial Regulations of the Combined Authority.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.
- This job description is not intended to be prescriptive or exhaustive and is issued as a framework to outline the main areas of responsibility at the time of writing.

4.	Recruitment Plan

Competency Based Interview
Assessment

Key words:
Technical Officer, Intelligent Transportation Systems, Data, Reporting, Management Information, Business Intelligence

PERSON SPECIFICATION

Job Title: Technical Officer - Intelligent Transportation
Systems (ITS)

Criteria		
Qualifications and Training	**E = Essential** **D = Desirable**	**Identified By**
Hold or be working towards an industry standard qualification or have equivalent knowledge gained from experience working in an Intelligent Transportation Systems role	D	A
ITIL v3/4 Foundation	D	A
Evidence of relevant continued professional development.	D	A

Experience and knowledge	**E = Essential** **D = Desirable**	**Identified By**
Experience of working with Intelligent Transportation Systems in a production environment and a knowledge of ITS industry standards	E	A, I
Hands-on experience working in a support role, with a focus on resolving incidents	D	A
Understanding of the data associated with ITS systems and the reporting options available to produce Management Information and Business Intelligence (MI/BI)	D	A, I
Experience of working with third parties to resolve incidents	D	A, I
Experience of using tools within the Microsoft 365 suite	D	A, I
Experience of applications, cloud or infrastructure support	D	A, I
Experience of IT Service Management processes	D	I

Skills and abilities	**E = Essential** **D = Desirable**	**Identified By**
Ability to identify a root cause of issues and solve problems.	E	A,I
Excellent analytical skills.	E	A,I
Excellent Interpersonal skills.	E	A,I
Ability to work on own initiative.	E	A,I

Ability to prioritise workload.	D	A,I
Ability to work to conflicting deadlines.	D	A,I
Demonstratable can-do attitude	D	A,I
Strong problem-solving skills	D	A,I

Personal Attributes	E = Essential D = Desirable	Identified By
Determination to deliver.	E	A,I
Committed to helping all areas of the LCRCA to deliver their service plans which underpin the pledges made by the Metro Mayor to the residents of the Liverpool City Region.	D	A,I

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Willingness to work flexibly as and when required	E	I
Ability to work effectively and efficiently from home and in the office.	E	A,I
Flexible approach to workload and working pattern when required.	E	A,I

Key to Assessment Methods:
Please specify for each criterion, column to be removed for external posting.

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment