



ROLE DESCRIPTION

Job Title	IT Solutions Specialist (Smart Ticketing)
Salary Band	SCP 37-40
Reporting to	Principal Solution Architect (Smart Ticketing)
Directorate	Resources
Service Area and sub area	Digital Services (Smart Ticketing)
Team	N/A
Political Restriction	Permanent

1. Primary Purpose of the Post
<ul style="list-style-type: none">• DEVELOPMENT: To assist in the development of the Smart Ticketing technical strategy and the management of the solution architecture of the LCRCA Smart Ticketing estate• INPUT: To provide technical input to business solution procurement and selection.• PROCURE: To act as the technical lead on the procurement of services and goods.• RELATIONSHIPS: To develop and manage relationships with key suppliers of Smart Ticketing solutions. Assist the Digital Services Leadership Team in the management of relationships with key suppliers of Smart Ticketing solutions.• CONTRIBUTE: To be a contributing member of the wider team, leading on technical aspects of our services. Deputise as necessary for the Principal Solution Architects.• SHARE: To act as a technical specialist within your area of expertise and the wider Digital Services team, to lead by example; share knowledge and best practice guidance and help to develop staff and promote succession planning.• ASSURE: To develop, maintain and seek to improve processes to ensure that LCRCA achieves and retains assurance certifications such as Cyber Essentials Plus, PCI-DSS Compliance and the ISO/IEC 27000 family of standards.
2. Your responsibilities
Design <ul style="list-style-type: none">• Understanding LCRCA's business objectives and ensuring effective Smart Ticketing solution design to improve service delivery.

- Embedding design quality within all Smart Ticketing solutions to ensure effective use of resources, people and technology.
- Commitment to the continual improvement of Smart Ticketing service delivery through proactive solution review to ensure on-going alignment to the business need.
- Input into the continual improvement of the LCRCA solutions architecture and the overarching Smart Ticketing and Digital technical strategy.
- Practical application of expertise in Smart Ticketing technology and industry knowledge including (where applicable to specific team):
 - Common Smart Ticketing solutions, technologies and platforms
 - Technical experience of the delivery and operation of Smart Ticketing solutions
 - A comprehensive understanding of ITSO technologies, specifically:
 - Host Operator Processing System (HOPS)
 - Asset management System (AMS)
 - ITSO Secure Application Module (ISAM) management
 - A detailed background in Customer and Card Management systems, specifically relating to Smart Ticketing solutions
 - An understanding of Smart Ticketing retail systems, including online retail, part 11 retail and associated integrations (e.g. payments interface, customer account interface)
 - Industry specific applications & standards
 - UK Data protection regulations and standards
 - A working knowledge of Transport & Intelligent Transportation System solutions
- Effective communication with suppliers, customers, partners and colleagues.
- An understanding of Cyber security considerations to retain Cyber Essentials Plus accreditation

Delivery

- Drive the delivery of effective and efficient Smart Ticketing solutions in line with industry standards and frameworks.
- Ensure the business objectives are met with the continuous review and improvement of Smart Ticketing solutions.
- Implement Smart Ticketing solutions on-time and to-budget, providing value for money.
- Ensure Smart Ticketing solutions are up to date, documented and supported, with appropriate 3rd party support in place where applicable.
- Defining and communicating the 'Art of the Possible' and leveraging previous investments in existing Smart Ticketing technologies.
- Providing technical input into Smart Ticketing solution requirements specification.
- Leading technical input to the procurement of new Smart Ticketing solutions.
- The evaluation of supplier solution technical proposals and the identification of strategic fit.

Compliance

- Ensure continual adherence to IT technical controls so that risks to the organisation are minimised and mitigated appropriately, and in line with the LCRCA strategies.

- Provide technical input to the setting of IT policies, protocols and security standards.
- Stay abreast of the latest developments and seek to embed new responses to Smart Ticketing challenges both within the Transport team, the Digital team and the wider organisation.
- Assist with annual PCI-DSS Compliance and Cyber Essentials assessments when required.
- Provide assurance that best practice is being followed within the team and wider organisation in relation to Smart Ticketing solutions.

Planning & Communication

- Assist the Principal Solutions Architects in the development and implementation of the LCRCA Technical Roadmap, specifically with regard to Smart Ticketing.
- Help define and communicate the 'Art of the Possible', leveraging previous investments in existing technologies and solutions.
- Contribute to the regular review, updating and promotion of the Smart Ticketing architecture in line with the agreed strategy
- Effective communication with suppliers, customers, partners and colleagues.
- Review innovative ideas and make recommendations on technologies and approaches.

Contribution to LCRCA IT Team

- Work closely with colleagues to promote best practice and understanding of all matters, deputising when required.
- Undertake research into new approaches and technology solutions, evaluating their effectiveness and applicability to the objectives of LCRCA and the Transport and Digital teams.
- Put the needs of the people of the Liverpool City Region first in carrying out their duties, taking an action focussed and respectful approach.
- Input and respond to major incidents in order to secure and restore services

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 IT and Smart Ticketing 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

PERSON SPECIFICATION

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Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Hold an industry standard accreditation e.g. MCSM, MCSA, MCSE or equivalent work experience	D	A
Accreditation in Solution Architecture Framework (e.g. TOGAF)	D	A
ITIL v3/4 Foundation	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Significant experience in a senior IT technical role.	E	A,I
Substantial experience of working in a large and complex operational and evolving ITSO Smart Ticketing environment (HOPS, AMS, CMS, ISAM management, online retail systems).	E	A,I
Proven experience of delivering 3rd Line Support.	D	A,I
Proven experience of designing, documenting and delivering fit-for-purpose Business and Digital Solutions.	E	A,I
Demonstrable experience of delivering technical solutions to time and budget.	E	A,I
Advanced knowledge of IT security standards and best practice.	E	A,I
Experience of supplier procurement and contract management.	D	A,I

Skills and abilities	E = Essential D = Desirable	Identified By
Excellent problem solving and analysis skills.	E	A,I
Ability to communicate effectively at all levels both verbally and in written form.	E	A,I
Negotiation skills.	E	A,I
Demonstrable leadership & performance management skills.	E	A,I
Experience of a wide range of enterprise infrastructure and application software.	D	A,I



Experience of supplier procurement and contract management.	D	A,I
Ability to prioritise workload and work to conflicting deadlines.	D	A,I

Personal Attributes	E = Essential D = Desirable	Identified By
Determination to deliver.	E	A,I
Commitment to continuing professional development.	D	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
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:

I – Interview	A - Application	P – Presentation
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