ROLE DESCRIPTION

Job Title	Technical Specialist (Smart Ticketing)
Salary Band	SCP 33 – 36
Reporting to	Principal Solutions Architect (Smart Ticketing)
Directorate	Resources
Service Area and sub area	Digital Services
Political Restriction	N/A
Contract	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 digital systems and services, specifically with regard to Smart Ticketing 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 projects tasks as required.
2.   Your responsibilities
System and Service Availability • Provision of IT support, specifically with regard to Smart Ticketing systems • Validation and testing of maintenance schedules for Smart Ticketing equipment and systems • Initial setup and testing of performance monitoring • Setup of automated alerting system • Contribute to production of disaster recovery plans • Provide knowledge expert support and advise **Documentation** • Contribute towards Smart Ticketing Design and Build documentation and present at meetings where required • Follow documentation such as build guides and test plans and feedback on accuracy and quality • Raise, implement, and update Requests for Change before amending live services • Create user guides, technical documentation, and Standard Operating Procedures **Delivery** • Liaise with Solutions Architects and Project Managers to agree Smart Ticketing solutions and tasks

- Carry out allocated tasks in line with project plan and solution documentation
- Test Smart Ticketing solutions as per the documented test plan and feedback issues
- Liaise with Smart Ticketing suppliers and internal departments to replicate and resolve any issues
- Understand and apply LCRCA and industry standards
- Apply upgrades or changes to existing solutions in line with 3rd party or cyber security recommendations
- Carry out regular checks to ensure solutions are up to date and secure

Transition Solution

- Complete implementation tasks and carry out Smart Ticketing system testing, support users during User Acceptance Testing
- Creating or updating go live documentation
- Liaison with Operations staff to test alerting and monitoring facilities
- Testing of backup and restore plans
- Provide Smart Ticketing solution and handover training for the wider IT team
- Provision of early life support for Smart Ticketing solutions

Contribution to LCRCA IT Team

- Implementing fit for purpose Smart Ticketing solutions and sharing knowledge with the wider team for support purposes
- Undertaking disaster recovery exercises
- Assisting with the investigation into and documentation of incidents escalated to 3rd line for technical support
- Timely intervention and resolution of allocated incidents
- Contribute to major incidents and reviews
- Advise at technical change advisory and IT Security boards where appropriate
- Availability to attend in emergency situations outside of normal working hours
- Availability to conduct planned work out of hours to minimise service disruption
- Work closely with colleagues to promote best practice and keep up to date with industry trends

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 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	

PERSON SPECIFICATION

Job Title: Technical Specialist (Smart Ticketing)

Criteria		
Qualifications and Training	**E = Essential D = Desirable**	**Identified By**
Hold an industry standard accreditation e.g. MCSM, MCSA, MCSE.	**D**	**A**
ITIL v3/4 Foundation.	**D**	**A**

Experience and knowledge	**E = Essential D = Desirable**	**Identified By**
Substantial experience of working in an operational and evolving ITSO Smart Ticketing environment (e.g. Customer/Card Management Systems, online retail systems).	**E**	**A,I**
Detailed understanding of the public transport network	**E**	**A,I**
Proven hands-on technical experience of applications and systems in a Cloud, Server or Desktop environment	**D**	**A,I**
Proven experience of delivering 3rd Line IT Support.	**D**	**A,I**
Proven experience of technical delivery including implementation and handover to live environment	**D**	**A,I**
Demonstrable experience of delivering technical solutions to time and budget.	**D**	**A,I**
Knowledge of IT security standards and best practice.	**D**	**A,I**
Experience of a wide range of enterprise infrastructure and application software.	**D**	**A,I**
Experience of IT Service Management processes.	**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.	**D**	**A,I**
Negotiation skills.	**D**	**A,I**
Demonstratable leadership & performance management skills.	**D**	**A,I**
Ability to prioritise workload and work to conflicting deadlines.	**E**	**A,I**

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