

Template	Version: 1	Authorized: President KNA	Date: 11/14/2016
Role	Authorized: [Role title authorizing the position description]		Date: [Date position description authorized]

	<h2>Position Description</h2>
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Role Title	Application Specialist – Passenger Service, KCS2017-73
Manager	Senior Applications Delivery
Manager-once-Removed	Chief Information Officer

Role purpose:	The Passenger Service will be the onsite expert on systems that enable the delivery and collection of information to/from passengers all in the goal of improving passenger satisfaction. As an expert, the role will be an active participant in these systems as well as be able to enable and assist other stakeholders in their use.
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Knowledge and Skills	Experience
<ul style="list-style-type: none"> • High attention to detail, presentation and organizational skills. • Strong knowledge of Microsoft Office Suite. • Able to express data through visualizations to tell a story. • Knowledge of video, audio, and other related technologies. • Ability to maintain a positive rapport within and without the organization. • Able to multi-task across multiple projects. • Process driven. • Knowledgeable on social media platforms and mobile applications. • Familiar with General Transit-Feed Specifications (GTFS) and GTFS-RT. • Able to understand and manipulate basic scripting and API Layers. 	<ul style="list-style-type: none"> • 0-3 years of relevant experience • SQL query • Bachelor’s degree in Engineering or related discipline. • Transportation experience a plus. • Lean experience. • Experience with signage system a plus. • Experience with Automated Vehicle Locator. • IT Change Management process.

Key Accountabilities

<p>Enable & Facilitate Use of Systems</p> <ul style="list-style-type: none"> • Assist in QA, testing, and documentation of new releases within the platforms of responsibility. • Act as the liaison between vendors, KCS IT and KCS Departments keeping abreast with software upgrades and functional improvements of current software portfolio and industry trends. • Create conceptual design solutions and driving design processes for area of expertise and overall KCS environment (style guidelines and standards) • Challenge established thinking and processes, discover new ways of approaching and providing solutions. • Ability to manage projects following Project Management Institute guidelines as necessary – including project success metrics, inclusion, project tracking, documentation and reporting. • Manipulate and load batch data into systems as necessary. • Follow developed IT Change Management including ability to document changes, workflows and data flows as changes within systems occur.
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- Support and assist in developing and managing the execution and documentation of business workflow processes.

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| <p>Transactional Responsibilities</p> <ul style="list-style-type: none"> • Develop template and visualizations for signage within system of record. • Have a sense of design and simplicity to convey information quickly. • Monitor and maintain Automated Vehicle Location system. • Ensure and troubleshoot integrations between various passenger information systems. • Create simple scripts and queries to manipulate and analyze pertinent data sets. |
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| <p>Training</p> <ul style="list-style-type: none"> • Provide references for users by writing and maintaining user documentation. • Provide ad hoc and scheduled training as necessary. |
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| <p>Tier 3 Support</p> <ul style="list-style-type: none"> • Document, track, and monitor problems and ensure a timely resolution in area of expertise. • Provide professional, consistent and responsive support services across all departments as necessary. • Create knowledge materials for Tier 1 and Tier 2 support to increase their effectiveness. |
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| <p>Other Requirements:</p> | <ul style="list-style-type: none"> • Perform other duties as requested. • Understand and ensure KCS compliance with MBTA Operating Agreement as is pertinent. • Ensure KCS policies and procedures are adhered to in operations of the Commuter Rail. |
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<p>How to Apply: To read and apply for current job postings, please go to our website... www.keolis.com/careers, then go to the bottom of the page and click on the “Keolis Commuter Services Job Opening” statement. If you see a job posting that has core requirements you feel are a good fit with your work, education and training experience, please follow the prompts to apply for the position.</p>
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<p>Safety Commitment: Safety By Choice is a way of life at Keolis. By placing safety first, we ensure the wellbeing of our employees, customers, and communities. Together we can become the most successful transportation company in the world.</p>

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Disclaimer and Closing Statement: The above statements are intended to describe the general nature and level of work performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of employees assigned to this job.

Keolis is committed to offering our employees competitive compensation and benefits, opportunities for development and growth throughout an exciting and rewarding career, and the safest work environment possible.

EEO Statement: Our policy is to afford Equal Employment Opportunity to qualified individuals regardless of their race, color, sex, religion, age, creed, marital status, national origin, ancestry, physical or mental disability, sexual orientation, or gender identification. We maintain a drug-free workplace and perform pre-employment substance abuse testing.