Our Purpose
To provide safe, customer-focussed, integrated and efficient transport services.

Position Title Ticketing Systems Technical Analyst	**Level** 4	**Position Number** 34455
Division/Directorate Transperth, Regional & School Bus Services	**Branch/Section** Ticketing & Performance	
Effective Date December 2016	**Health Task Risk Assessment Category** 5	

Reporting relationships

Superordinate: Ticketing & Performance Manager, Level 8
Subordinates: No Direct Reports

Key role of this position

Assists in the administration of Transperth's ticketing systems databases and systems to ensure data integrity and reliability of information. Undertakes testing of software and hardware upgrades for Transperth's ticketing systems.

Core duties and responsibilities

Data Administration
- Develops tools and processes for analysis and reporting of Transperth's ticketing data and systems.
- Assists in the administration of the Ticket Vending Machines databases and operating software.
- Examines ticketing data and system processes for validity and investigates, analyses, resolves and reports issues.
- Provides training and assistance to internal and external stakeholders to facilitate the extraction of data.

Software Testing and Development
- Undertakes testing of software upgrades for Transperth's ticketing systems.
- Maintains software change control process documents and ensure appropriate process is followed.
- Contributes to design changes or variations to enhance Transperth's ticketing systems.
- Undertakes weekly checks of bus operator shift files and exports from the Transperth Route and Information System (TRIS).

Support
- Monitor ticketing systems and databases for errors and remedy problems or escalate them.
- Investigate obscure customer problems escalated from customer comments or Ticketing Support users.
- Assist in answering customer comments when required.
- Investigate GPS footprint issues in conjunction with TRIS staff.

Service Delivery
- Development of and maintenance of low-level internal or external interfaces, including File Transfer Protocol (FTP) server.
- Provide technical assistance to authorised internal and external parties with file formats and transmission methods.
- Operate and maintain the interface with Centrelink's e-confirmation services.

Other Duties
- Contributes to the Division's goal, objectives and targets.
- Undertakes other duties as required.

Essential Work Related Requirements

1. **Job Specific**
   - Demonstrated medium level knowledge of database systems relevant to a computerised information management system.
   - Demonstrated experience in the use of complex computerised information systems.
   - Knowledge and understanding of public transport ticketing and fares environment.

2. **Communication and Interpersonal**
   - Sound interpersonal and communication skills.
   - Demonstrated ability to work effectively within a team environment.

3. **Conceptual, Analytical and Problem Solving**
   - Demonstrated experience in the collection and analyses of information.
   - Well developed conceptual, evaluation and analytical skills.

4. **Organisation**
   - Sound planning and organisational skills, including the ability to reschedule and complete work during times when priorities are changed at short notice.

5. **Computer Literacy**
   - Demonstrated computer literacy with Microsoft products such as Office, SQL server, Visual Basic and the ARC GIS suite of products.
   - Ability to write simple programs in Visual Basic and TransactSQL.
   - Ability to identify, research and resolve common PC software problems or know when to escalate to PTA Information Technology staff

Special Appointment Requirements
- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate, dated 3 months or less from the date of application for the position.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Managing Director / Executive Director / General Manager

…………………………………….. …………………………………..
Signature **Date**

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

…………………………………….. …………………………………..
Signature **Date**