

Intelligent Transportation Systems Technician

Salary: \$2,378.38 - \$3,443.04 (bi-weekly)
Excellent benefits

Posting Date: June 30, 2017
Filing Deadline: Open until filled

JOB SUMMARY

Identify and resolve technical and warranty issues including repair and replacement, mechanical and electrical troubleshooting, wiring or mechanical modifications to the MST Intelligent Transportation Systems.

ESSENTIAL FUNCTIONS

Maintains, troubleshoots and diagnoses Intelligent Transportation Systems technology installed on and off the revenue vehicles. Works closely with Automatic Vehicle Location vendor to ensure the system is working at optimal performance. Works with County of Monterey IT department pertaining to the radio/data infrastructure at remote tower sites and coordinates assistance between AVL and County personnel. Installs and manages external camera surveillance equipment at MST sites. Supports telecommunications infrastructure and associated software, call records management systems, multi-media voice mail, contact center management systems, call recording systems, desktop messaging, interactive voice response, and conferencing systems. Configures, tests, maintains, monitors, and troubleshoots end user telecommunications, telephony devices, and voice/data software. Recommends and implements corrective hardware/software solutions. Coordinates and partners with data network staff and vendors to install, maintain, troubleshoot and repair voice over internet protocol (VOIP) systems, including quality of service to ensure secure and stable VOIP communications environment. Maintains on-site inventory of spares, and provides inventory reports. Coordinates warranty repair/replacements with vendors. Diagnoses and resolves complex telecommunications problems for end users. Documents and reports software or hardware failure incidents, including repair, installation, removal and other work requests. Inspects, tests and maintains telephone lines, voice and data circuits, and associated wiring and cabling. Coordinates with voice/data service providers, data network staff, and vendors on both service and cabling adds, moves and changes from main point of entry through to stations specific jacks. Assists in planning and recommending changes for improvements, including future growth. Monitors and identifies capacity, performance, and security related issues for telecommunications traffic to ensure continued, uninterrupted operation of telecommunications systems. Coordinates with other department staff to maintain network and systems security, virus prevention/troubleshooting and upgrades to ensure uptime. Performs other duties as assigned.

KNOWLEDGE, SKILL & ABILITY

Electronic systems maintenance, call records management systems, multi-media voice mail, contact center management systems, call recording systems, desktop messaging, interactive voice response, and conferencing systems. Planning, installing, and troubleshooting voice/data cabling and wiring systems. Current telecommunications practices, protocols, and principles, including VOIP. Current voice/data network protocols, operating systems, and standards. Microsoft Office applications. Communicate complex ideas and translate technical information into user-understandable terms with tact, patience and courtesy, both verbally and in writing. Work effectively in a team-oriented, collaborative environment, establishing and maintaining effective working relationships. Work with minimal supervision. Operate tools, components, peripherals, and testing accessories. Drive to various district locations as required. Prioritize and execute multiple tasks and projects. Read and interpret technical documentation and procedure manuals.

MINIMUM QUALIFICATIONS & REQUIREMENTS

Any combination of education and experience equivalent to an associate's degree with a minimum of approximately three years professional and technical experience in telecommunications. Certified industry training, or advanced coursework in Contact Center Management, and multi-media voicemail, and VOIP preferred. Good driving record; possess valid California driver's license at time of application; identification and employment eligibility.

FILING

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other segments of the selection process. Applications received after the deadline may be reviewed and kept on file for up to six months for future consideration. Applications may be obtained from our Administrative Offices, 19 Upper Ragsdale Drive, Suite 200, Monterey, the Salinas Transit Center, 110 Salinas Street, Salinas, the Marina Transit Exchange, 280 Reservation Road, Marina, CA; or by visiting MST online at <http://www.mst.org>. A Department of Motor Vehicle (DMV) printout, Form H-6, dated within 30 days, must be submitted with the completed application. Resumes will not be accepted in lieu of a completed application. Applicants who have resided in California less than five (5) years must obtain a copy of their driving record from their previous state of residence. Applications received without the appropriate DMV printout will not be considered. **SUBMIT COMPLETED APPLICATIONS TO:** Monterey-Salinas Transit, Attn. Human Resources, 19 Upper Ragsdale Drive, Suite 200, Monterey, CA 93940.

ADA

Candidates who qualify under protection of the Americans with Disabilities Act, and require a reasonable accommodation for applicant testing and/or examination, should notify the MST Human Resources at least one week prior to being scheduled for assessment.