

## MASS TRANSPORTATION AUTHORITY

### JOB DESCRIPTION

POSITION: Vets to Wellness Technician

DURATION: Temporary - Six Month Grant Funded

### SCOPE OF RESPONSIBILITY

This position will be responsible for leading the functional deployment of the IT-related aspects of the Wellness software program, including performing as the single point of contact with the supplier and MTA ITS. This is a six-month temporary position.

SUPERVISION BY: Director of Rides to Wellness

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Review daily operational reports and metrics, identify potential abnormalities or other aberrant situations and take appropriate actions toward resolution, including further investigation, collaboration with the supplier, MTA ITS and escalation to MTA departmental leadership. Reports and metrics to be reviewed include but are not limited to:
  - Daily operations reports
  - Trip invoice reports
  - Trip hours reports
  - On-time reports
  - Vehicle mileage reports
  - Other non-financial reports and metrics
- Control deployment and use of pertinent electronic equipment, including tablets, radios and support equipment
- Collaborate with the supplier and ITS using pre-defined problem reporting and status procedures
- Coordinate and collaborate with supplier and ITS on all new function and product releases.
- Meet regularly and as-needed with suppliers and ITS to drive effective and efficient program advancement and operation
- Function as the single point of contact for all system problem reports, status updates and solution deployments, through collaboration with the supplier and ITS, including timely and accurate logging of related information
- Function as the single point of contact for all system enhancement requests, status updates and solution deployments, through collaboration with the supplier and ITS, including timely and accurate logging of related information
- Escalate problem reports within the RTW program based on assessment of operational or financial impact
- Pursue and obtain appropriate approval(s) for system enhancements
- Monitor pertinent phone/ACD/IVR metrics for operational issues and potential areas for improvement. Provide direct manager with summary reports and recommendations on a regular basis
- Function as primary in-house trainer on system, providing formal training and informal support for team members, riders and partner organizations
- Contributes to the creation and modification of overall support policies and procedures

- Works on special projects to improve operating efficiency of technical/application support.
- Communicates recurring support issues to management
- Prepares detailed specifications and information in support of system problem reports or functional enhancements
- Act as a back-up support to Rides to Wellness staff by answering phones, when necessary
- Other duties as assigned by management

QUALIFICATIONS:

- Customer/client focus
- Learning orientation
- Technical Capacity
- Effective Prioritization
- Problem Solving/Analysis
- Communication Proficiency
- Work Independently
- Thoroughness
- Effective Time Management

EDUCATION and/or EXPERIENCE:

Required Skills and/or Experience:

- High School Diploma required; Associates Degree preferred
- General Clerical Skills
- Computer keyboard skills
- Working knowledge of Microsoft Office
- Knowledgeable of geography of City of Flint and Genesee County
- Ability to pass a Department of Transportation (DOT) physical and drug screen, criminal and reference checks
- Ability to attend work regularly and work under stressful conditions
- Ability to work in a Team Environment
- A valid Michigan Chauffeurs Driver's License with a clean driving record
- Demonstrated skills and experience in oral and written communication including analysis, preparation and report presentation.
- Must have the ability to communicate, motivate and organize projects among a broad spectrum of staff, frequently under deadline pressure.
- Knowledge of personal computers and applications.
- Knowledge of server environments needed to support ERP platforms.
- Knowledge of development software such as Java, Ajax
- Knowledge of database systems to include Microsoft SQL.
- Must be able to function effectively during off hours depending upon support needs.
- Demonstrated experience in application support and troubleshooting.
- A strong customer focus with the ability to work independently.
- Has experience in Web development environments such as HTML, .NET, and Web API

PHYSICAL DEMANDS:

The physical demands described here are representative of those met by an employee successfully performing the essential functions of this job. Reasonable accommodations considered to enable individuals with disabilities to perform the essential functions:

- Typical of an office environment.

### WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations considered to enable individuals with disabilities to perform the essential functions:

- Typical of an office environment.

COMPENSATION: \$15.00/hour

### APPLICATION SUBMITTAL

Apply in person at the MTA Administration Building, 1401 S. Dort Hwy., Flint **OR** any MTA location. Submit resumes to [jobs@mtaflint.org](mailto:jobs@mtaflint.org). MTA is an equal opportunity employer!

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*