



WORKING TITLE: TRANSIT TECHNOLOGY COORDINATOR	CLASSIFICATION: OFFICE COORDINATOR/HELPDESK
DEPARTMENT: ADMINISTRATION	DIVISION: TRANSIT
PAY RANGE: OPEU19	FLSA CATEGORY: NON-EXEMPT
PHYSICAL REQUIRMENTS: ATTACHED	WORKERS COMP CODE: 8810
PPE: PER WORK LOCATION	REVISION DATE: July 2025

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

The Transit Technology Coordinator is responsible for day-to-day operations of customer facing and mobile information technology for Yamhill County Transit. This includes handling service requests by system users and tracking, maintaining, and reporting of hardware and software inventories. The Coordinator is responsible for supporting the planning, coordination, installation, and oversight of mobile technology systems, customer information tools, and vehicle-mounted equipment used by Yamhill County Transit (YCT). This includes real-time systems, onboard radios and cameras, GTFS feeds, AVL systems, and fare collection technologies. This position plays a key role in cross-functional collaboration, coordinating with maintenance teams, contracted operators, and vendors to ensure all fleet and facility customer facing mobile technology systems are functioning, documented, compliant, and aligned with agency service standards. This position maintains YCT’s various inventories utilizing database management systems.

A key component of this position is working closely with the mobile technology vendors, the YCT service provider IT department and the Yamhill County IT department as necessary in scheduling repairs and hardware/software installations for the various users of YCT information and mobile technology tools. This position will support software operations questions. This position is the point person for YCT’s knowledge base, run books, inventories for mobile technology and will ensure all users (county and sub-contractor employees) have access to and complete vendor training on the technology systems appropriate for their role within the organization. This position will either reasonably handle mobile technology requests and service calls and handle the situation or work with vendors/help desk staff to resolve issues. This position will consist of a substantial degree of communications – both written and verbal – with users, managers at all levels of the organization, and external vendors or other contacts.

SUPERVISION RECEIVED:

Works under the supervision of the Transit Manager

SUPERVISION EXERCISED:

Supervision is not a responsibility of this class; however, an experienced employee in this class may provide direction to vendors, interns, and staff working on assigned projects, installations or inventory systems. May be required to coordinate some duties of staff in the absence of the Transit Manager.

DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Serve as the frontline point of contact for the department in supporting system users. Take customer requests and either resolve the request or assign the task to the appropriate IT staff person, mobile technology vendor. Receive and respond to incoming calls, e-mails, or requests by county and sub-contractor staff regarding hardware and software problems for YCT customer facing and mobile technology equipment and software.
- Department expert and key contact for new employees and current employees on customer facing and mobile technology hardware, software, applications, training etc.
- Ensure the training materials used by Transdev for drivers, maintenance staff, dispatchers, road supervisors etc. include detailed instructions/protocol for all assets/equipment owned by the County and used by Transdev staff. (radios, cameras, destination signs, securement systems, scheduling systems, real time information systems, camera systems at the Transit Center, access to restrooms at the TC system, assist with FOBS as necessary)
- Manage and track the overall inventory of YCT information and mobile technology equipment, peripheral equipment used by county and Transdev staff and installed on YCT bus fleet and dispatch center. Have knowledge and skills or obtain these skills to develop and maintain numerous transit inventories in an Access Data Base system.
- Transition the 3rd party knowledge base and run books to a YCT system to ensure all inventories are current and maintained.
- Conduct research and manage procurement process for YCT technology related purchases. Monitor budget versus actual performance and advise the Transit Manager of the status of the mobile technology budget and operating costs.
- Work with transit technology vendors and assist with initial (and remote) diagnosis, analysis, and resolution of transit technology problems for various end users. Implement and recommend corrective hardware, software, and training solutions when necessary.
- Primary support to county and sub-contractor staff members to assist in user set-up and security and identifying training needs on various applications. Ensure employees and contract staff know where and how to access applications, training, and troubleshooting options.
- Support customer service objectives by maintaining public facing digital and print information and ensuring updates are accurate and accessible to the public in the necessary formats. Working with Transit Program Coordinator on YCT updates and Rider Alerts etc.
- Assist Grant Management Analyst on fleet inventory and identification badges and FOB system as needed.

- Perform purchasing for the department on technology related purchases. Work with Transit Manager and Grant Management Analyst to prepare request for quotes, create purchase orders, provide details for processing invoices, obtain hardware, software or other equipment quotes as needed.
- Perform general office administrative duties such as correspondence, serve as liaison and coordinate with county transit admin staff and sub-provider Transdev staff on customer and mobile technology related projects, programs, and day to day activities.
- Manage tickets to vendors and work with Access Tech the third-party support services company. YCT may transition the knowledge base/run books and information in the Access Tech portal to a system YCT manages if it is the best approach.
- Manage customer related information on the buses, such as required notices, ad panel information, bus schedule and rider alert information, hard and electronic version, ensure auto announcements, camera systems, and PA and other customer facing systems are managed and maintained and provide current and required information.
- Develop necessary standard operating procedures and protocol for technology related systems utilized in the day-to-day operations for YCT.
- Oversees mobile and facility-based transit technologies
- Coordinates installations and maintenance with Maintenance Manager and vendors, managing timelines, safety, and service standards.
- Be a high energy, enthusiastic problem solver. Search for solutions to complex technical issues and be able to communicate with non-technical customers.
- Maintain tracking systems to ensure compliance with software licensing requirements for the county.
- Performs other duties as assigned.

JOB SPECIFICATION

KNOWLEDGE OF:

- Desktop systems hardware and software management.
- Current and future practices, terminology and principles of transit information technology.
- Local and wide area networking principles and operations.
- Organizational procedures in tracking and maintaining a large number of assets.
- Confidentiality rules related to the operation of county functions and network information.
- Customer service practices that are required to meet and exceed end-user expectations.
- Administrative office procedures and practices.
- Transit and fleet technology, GTFS, real-time information and demand response scheduling tools (CTS Connexionz etc.) Mobile technology, cameras, radios, destination and LED signs, Quantum securement systems.

SKILL IN:

- Oral, written, and one-on-one communications with technical and non-technical users.
- Diagnosing, understanding, and problem solving related to complex computer systems and operations.
- Procurement of technology equipment and applications
- Microsoft office suite and particularly excel spreadsheets and access database and other inventory control systems
- Organizing objectives, and prioritizing work.
- Transit mobile technology systems; CAD/AVL, Security Cameras, real-time information systems, etc.
- Troubleshooting and field reporting
- Coordinating vendor projects and timelines

ABILITY TO:

- Quickly analyze operational issues with complex computer equipment.
- Interpret non-technical communications in order to serve customers with skill and professionalism.
- Maintain cooperative and effective working relationships with other employees, supervisors, and the citizens.
- Perform administrative tasks, including documenting via electronic systems.
- Function in a team environment.
- Prioritize and manage multiple projects
- Collaborate with contractors and staff
- Maintain accurate records and respond in real time.
- Attend work as scheduled and/or required.

MINIMUM EXPERIENCE AND TRAINING:

- Associate's degree in a relevant field.
- Two (2) years of experience in transit, fleet systems, or tech coordination.
- Experience with installations and vendor management and customer information systems preferred.

Course work in computers and information systems may be substituted for experience. College, business school or specialized training is preferable. Any satisfactory equivalent combination of experience and training which ensures ability to perform the work will be considered.

OTHER REQUIREMENTS:

Ability to secure and maintain a driver's license valid in the state of Oregon, or an acceptable alternative means of transportation. May be required to drive a county vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

May be subject to successful completion of a background check.

WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:

Office and field-based work and uses a computer(s) software, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical that of an office. This position will sometimes require travel to bus stops, vehicles, and vendors and other office areas and locations. Respect for and understanding of those various work environments is necessary. Work may involve travel for training and meetings from time to time. The employee may encounter frequent interruptions throughout the workday. It may require occasional evening/weekend hours.

The employee is regularly required to sit, talk, or hear, frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend, push, pull and lift up to 20 pounds regularly and 30 pounds occasionally.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requirements are representative, but not all inclusive, of minimum levels of knowledge, skills, and abilities. To perform this job successfully, the employee must be able to perform each essential duty satisfactorily.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.