



# THE RAPID

## Fare Systems Administrator

submit a cover letter and resume to [elee@ridetherapid.org](mailto:elee@ridetherapid.org), fax to 616/774-1286, or fill out an application at 300 Ellsworth Ave. S.W. M-F 8:00 a.m to 3:30 p.m by 10/2/2017

### ESSENTIAL FUNCTIONS

### Salary Range

**\$56,762 - \$85,143**

- Monitor the operation of The Rapid's WAVE e-fare system.
- Respond to customer issues and provides basic user technical assistance related to existing mobile ticketing app and future electronic fare system via telephone, email or letter for end-users, customers, technical analysts, managers and vendors.
- Assist the IT Department in analyzing and troubleshooting software and hardware issues, and testing and maintaining system to ensure optimal system performance.
- Manages the e-fare databases, making necessary changes and edits to ensure efficiency
- Make recommendations regarding The Rapid's fare structure, analyzing the impact of changes on riders and performing the necessary Title VI analyses of proposed changes.
- Track user reported hardware and software issues and submit trouble tickets. Analyze trouble report trends and communicate issues and recommended solutions to all stakeholders.
- Serve as a liaison between passengers, institutional users, vendors, internal departments, field technicians, and management.
- Assist with analysis and evaluation of vendor performance indicators.
- Resolve and respond to user reported electronic fare issues such as the mobile application, electronic fare validators, websites, and ticket vending machines.
- Serves as primary point of contact with the Marketing & Communications Department for customer questions and inquiries involving the ITP e-fare system.
- Prepare and deliver presentations of complex material to The Rapid Board of Directors and others as necessary.

### QUALIFICATIONS

Bachelor's Degree in Finance, Business Administration, Computer Science, or related field. Five years of progressively responsible systems analyst or project management experience in comparable field. **Go to [www.ridetherapid.org](http://www.ridetherapid.org) for full job description and requirements!**

***The Rapid is an EEO Employer - Women and Minorities Encouraged to Apply***