

CLASS SPECIFICATION - DRAFT
Parking Pay Station Analyst

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, plans, evaluates, recommends, and participates in the development and operation of the City’s parking pay station technology; plans and monitors performance of parking pay stations against the bureau’s goals and objectives; plans and supports pilot programs and technology upgrades; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Parking Pay Station Analyst is a single incumbent class unique to the Portland Bureau of Transportation (PBOT). The Parking Pay Station Analyst participates in the planning, implementing and evaluating of parking pay station-related projects, including technology upgrades and improvements. The incumbent is responsible for monitoring project results and for participating in efforts to improve pay station technology and profitability. Work requires technological expertise, analytical and communications skills and project management capabilities. An incumbent may lead staff assigned to the program.

Parking Pay Station Analyst is distinguished from Program Coordinator because of the requirement for knowledge of the unique technology inherent to the City’s parking pay station program.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Researches, recommends and contributes as a member of the Bureau’s Parking Team to implement parking pay station-related projects to meet overall goals established by the bureau; performs financial analysis of pay station productivity; suggests and implements changes that will maximize parking revenue; analyzes city’s ongoing business requirements for current and future needs; identifies and recommends solutions to operational issues; researches and recommends associated policies and operating and administrative procedures; analyzes alternative methods or processes to meet project and service delivery goals.
2. When serving as project leader: defines project scope and boundaries; performs critical path analyses; compiles project task lists and time estimates, and recommends project priorities; establishes project metrics; oversees and coordinates completion of project tasks to meet time, quality and cost expectations; meets with stakeholders and pay station contractors to review project status and assists in the resolution of development/implementation issues.

3. Supports day-to-day meter operations and ensures pay station data integrity; identifies wireless communication issues to ensure machine connectivity at all times, and the accurate and timely processing of cash and credit card payments; serves as the bureau's in-house expert for pay station back-office software; administers city contract for wireless communication and pay station back-office software processing to support daily meter operations and ensure data integrity.
4. Assists vendor and meter shop to implement planned operating system upgrades or machine conversions and/or machine component replacements to newer operating systems or module upgrades; with the vendor and meter shop, coordinates the implementation of systematic testing procedures to ensure minimal system disruptions; coordinates meter rate changes and other software program changes with the vendor; supports testing procedures to ensure all vendor programming changes are made properly; documents testing procedures
5. Performs financial analysis of pay station production, designing and generating reports to track overall trends including meter revenues, revenues earned per space by hour, parking space occupancy reports and other reports as required; produces summary reports from payment gateway software downloads, summarizing individual transaction data, monitoring individual machine performance and ensuring proper processing of online financial transactions.
6. Ensures secure and accurate processing of all credit card payments; coordinates with Bureau of Technology Services and pay station contractors to ensure PCI (payment card industry) -compliance requirements and security protocols are met; provides appropriate levels of web-based access rights for other PBOT employees; maintains bureau's pay station inventory and list of SIM card assignments; tracks all PC cards removed from the field, extracting credit card data and returning to the Meter Shop Supervisor for reuse.
7. Drafts requests for proposal, including defining scope of work; participates in evaluating bidder proposals and recommending selection of the successful contractor; drafts required ordinances and other related reports; administers contracts for services and monitors work to ensure contract requirements are met; manages procurement process.
8. Researches current and other available parking pay station technologies; recommends evaluation criteria and methodologies; plans for pilot programs for new technologies and documents results; recommends new and enhanced technologies to achieve bureau goals; serves as technical lead in evaluating and implementing processes to accept other forms of payment and emerging cash-less meter collection technologies. Serves as a technical resource to other employees and agencies on parking pay station technology, and other electronic fare and payment systems.

OTHER DUTIES

1. Develops and maintains databases.
2. Evaluates and organizes complex work procedures and processes.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Pay station technology, operations and maintenance

2. Pay station-related software processing, database management and data quality control.
3. Wireless 2-way cellular communication technology including communication protocol and functionality as well as wi-fi technology, modems, antennas and SIM cards
4. Principles, practices and methods of program, administrative and organizational analysis.
5. Principles, practices, tools and techniques of program/project planning and budgeting
6. Principles and practices of public administration, including purchasing, contracting and maintenance of public records.
7. Federal, state and local laws, regulations and court decisions applicable to parking pay station technology.
8. Principles and practices of sound business communication.
9. Standard PC software packages, including word processing, spreadsheets, and databases
10. Web-based applications as they relate to pay station systems and vendor-supported software.

Ability to:

1. Diagnose and/or assess ongoing wireless communication disruptions and issues that may produce periodic system downtime.
2. Interact effectively and collaboratively with co-workers, vendors, and contractors to analyze and resolve operational, mechanical and technical problems.
3. Develop strategies to resolve pay station issues.
4. Understand and interpret the bureau's parking payment needs and to propose technical solutions to meet these goals.
5. Recognize patterns and to identify anomalies in datasets as they occur.
6. Apply sound, creative problem-solving techniques to resolve difficult issues and problems.
7. Exercise sound and independent judgment.
8. Design reports and summarize complex data.
9. Collect, evaluate and interpret appropriate and applicable data, either in statistical or narrative form.
10. Understand, interpret, explain and apply laws, regulations, ordinances and policies applicable to pay station responsibilities.
11. Understand, interpret and respond to internal and external customer needs and expectations.
12. Prepare clear, concise and comprehensive reports, correspondence and other documents appropriate to the audience.
13. Present conclusions and recommendations clearly, logically and persuasively to both internal and external program/project stakeholders.

14. Ensure the maintenance of all required electronic and paper files, records and documentation.
15. Coordinate and integrate multiple project work activities to meet critical deadlines.
16. Exercise tact and diplomacy in dealing with difficult and sensitive people, issues and situations.
17. Establish and maintain effective working relationships with bureau managers and staff, staff of other bureaus, representatives of other agencies, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and at least four years of progressively responsible experience involving analysis, planning, supporting, and/or implementation of parking pay station systems to meet organization goals; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain work assignments. Advanced vendor-provided certification for any available parking meter technology is preferred.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 03-16-12