

## Role Profile – Operations AVL System Superuser

**Purpose:** Provide “AVL Superuser” support to the Scheduling and Operations team. Implementing the timetable update process and ensuring clean imported timetable data is ready for release to multiple consumers, providing a Superuser troubleshooting service to internal AVL system users and escalating issues with BE IT Department and or the AVL supplier’s Technical Support Team. Training and familiarisation with the AVL system and associated systems will be provided however some working knowledge of the AVL back office processing or similar system processing is preferred.

Key Responsibilities	Key Performance Indicators	C o m p e t e n c i e s	
		Skills & Knowledge	Key Behaviours
<ul style="list-style-type: none"> <li>Company “Super User” on the Trapeze Automatic Vehicle Location system in conjunction with Business Systems Dept.</li> <li>AVL Timetable update process (importing the timetable data, cleaning it, releasing to multiple consumers)</li> <li>Supplying route/stop data from LioData to Ingserv for BE Website dropdowns (user hub file) - run using python</li> <li>Generating new trip number files from LioData for Incident Manager/Utrack cause coding - run using python</li> <li>Monitoring download and activation of new data supply file before and after each update</li> <li>Maintaining the VDV453 subscription list of stops with RTP1 signs in LioData</li> <li>Maintaining the driver list in LioData</li> <li>Setting up and modifying audio announcements in LioData</li> <li>Setting up and modifying destination texts in LioData</li> <li>Adding/removing vehicles and assigning tech numbers in LioData</li> <li>Setting up data surveys and correction points in LioData, importing and unlocking completed survey data</li> <li>Analysing and troubleshooting AVL data issues and customer RTP1 queries</li> <li>DMS Data – Checking and troubleshooting SAF data levels in Trapeze BI. Re-uploading PAT files in the event of failure.</li> <li>DMS/Wayfarer Data - Matching ticketing data to AVL data to prove to NTA missing trips were operated - run using python Manage/implement and report progress of the Punctuality Improvement Plan.</li> <li>Ensure sufficient quality controls are in place at key stages of process.</li> <li>Support Operations with training and development of staff using the Trapeze AVL System.</li> <li>Develop and implement appropriate standard operating procedures.</li> <li>Assist in the development, implementation and roll out of NTA’s Next Generation AVL</li> </ul>	<ul style="list-style-type: none"> <li>Successful supply of Timetable Updates</li> <li>Keeping associated back-office data sets up to date</li> <li>Improving AVL system data quality</li> <li>Matching DMS and Wayfarer data each period</li> <li>Prompt response to User queries</li> <li>Prompt escalation of system issues</li> <li>Operations AVL data supply</li> <li>Accurate On-bus announcements</li> <li>Compliance with operational targets and company business plans</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience with Trapeze AVL data system preferred</li> <li>Ability to learn, and plan detailed implementation processes</li> <li>Attention to detail</li> <li>Ability to follow implementation processes</li> <li>Track record of delivering results</li> <li>“Back Office” IT system experience preferable</li> <li>Very good working knowledge of Word, Excel, PowerPoint and other software packages</li> </ul>	<ul style="list-style-type: none"> <li><b>Ability to Learn Multiple Update Processes</b> Developing an in depth understanding of the AVL back-office data bases</li> <li><b>Analytical and Commercial Thinking</b> Has a strong logical competence in data processing</li> <li><b>Problem Solving</b> Investigates AVL issues to determine solutions</li> <li><b>Organizing and Executing</b> Planning, prioritising &amp; organising work</li> <li><b>Customer and Business Focus</b> Meets and exceeds the needs of external &amp; internal customers</li> <li><b>Commitment &amp; Motivation</b> Accepts responsibility for achieving goals &amp; objectives.</li> <li><b>Applying Expertise &amp; Technology</b> Maximises technology to improve performance.</li> <li><b>Resilience</b> Maintains a stable performance at all times.</li> </ul>

**Dimensions:** Reports to Head of Planning and Performance. Works very closely with Operations Planning Manager and Operations Data Performance Manager and Business Systems.  
Grade is Staff Officer 1.