TRANSIT AUTHORITY OF NORTHERN KENTUCKY
POSITION DESCRIPTION

March 2018

Position Title: Performance Analyst  Dept. /Division: Operations/Administration
Reports to: Director of Operations  FLSA Status: Non-Exempt

JOB SUMMARY:
The Performance Analyst manages several database systems in the delivery of transit services. Ensures database integrity, creates ad-hoc queries, conducts analyses, and improves current processes. The Performance Analyst works closely with the Manager of Scheduling, Manager of Transit Operations and the Information Systems Manager to develop ad-hoc queries that will help the organization achieve key performance indicators and strategic goals.

EDUCATION/EXPERIENCE REQUIREMENTS:
• Bachelor’s degree in Computer Information Technology, Management Information Systems, Computer Science or other information technology-related fields or equivalent combination of education and experience.
• Minimum one year of experience designing, developing, implementing, maintaining and controlling database management systems for multi-purpose, multi-tasking computers.
• Minimum three years of experience with MS SQL applications and Crystal Reports preferred.
• Strong problem solving skills.
• Strong teamwork and collaboration skills.
• Excellent written and verbal skills with ability to convert text and data to understandable presentation and analytical graphs and charts.
• Ability to effectively prioritize tasks and manage time effectively.
• Transit experience preferred.

ESSENTIAL DUTIES & RESPONSIBILITIES:
• Manages several database systems including, but not limited to
  o Automated Stop Announcement System
  o Automated Destination Sign System
  o Fixed Route Scheduling Software (Sched 21)
  o Electronic Fare Collection System (GFI)
  o TRACS Automated Dispatching and Communication System (Xerox)
• Utilizes SQL, Excel, Access, GIS applications and other software or programming languages to model data and develop reports;
• Ensures accuracy of data, the functionality of the individual systems, and the interoperability of the systems.
• Establishes data quality standards and works with staff to ensure standards are met.
• Works with software vendors to resolve system issues, complete warranty work and implement software updates/upgrades.
- Manage vendor contracts and the corresponding budgets and timelines.
- Maps transit lines, time points (major stops), intermediate stops and route patterns.
- Pushes updated data to TANK’s vehicle fleet in accordance with schedule service changes.
- Coordinates network and hardware needs with the Information Systems Manager.
- Maintains a prioritized list of future hardware and software needs to be reported to the Capital Development Committee.
- Provides input to the General Manager and Department Directors regarding future system needs and opportunities.
- Manages specific system-related projects.
- Creates reports through the query of system data.
- Trains staff related to proper input and use of systems.
- Works with operations staff to ensure correct data entry.
- Performs other duties as assigned.

**PHYSICAL DEMANDS:**
- Sitting in a normal seated position for extended periods of time.
- Reaching by extending hands or arms in any direction.
- Finger dexterity required to manipulate objects with fingers such as using a keyboard.
- Correctable ability to see and hear within a normal range.
- Ability to move about the office to obtain files and other objects.
- Ability to conduct field tours to observe systems operating while in service.
- Ability to climb stairs, board buses, open computer system compartment doors.

**LICENSES REQUIRED:**
- Valid Driver’s License, with clean driving record

**SUPERVISORY RESPONSIBILITIES:**
- No direct reports
- Oversees consultants and contracted work

**INTERNAL & EXTERNAL CONTACTS:**
- **TYPE:**
  - Internal Staff
  - Passengers
  - Various
  - System Info/Complaint Resolution

This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required. An incumbent may be asked to perform other duties as required.