

**Senior Technical Analyst**

**Competition Information Booklet**

Please read carefully

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| **Position:** Senior Technical Analyst**Grade:** Engineer Grade I**Directorate:** Transport Technology**Reporting to:**  Head of Transport Technology Systems**Location:** Haymarket House, Smithfield, Dublin 7 with a blended working  model**Starting salary:** €85,786 (effective from 1 August 2025 in line with Circular 16/2025)Closing date for receipt of completed applications:**12pm (noon) on Friday, 15th August 2025****Contact:** **ntacareers@rsmireland.ie** |

The National Transport Authority is committed to a policy of equal opportunity.

**Overview of the National Transport Authority**

The National Transport Authority (NTA) is a statutory body established by the Minister for Transport on 1 December 2009.

At national level, the Authority has responsibility for securing the provision of public passenger land transport services, including subsidised bus and rail and light rail services. The Authority also licenses public bus passenger services delivered by private operators and has responsibility for the regulation of the small public service vehicle (SPSV) industry (taxis, hackneys and limousines). Other areas of responsibility include the State’s rural transport programme, integrated information systems for public transport customers, management of the Integrated Ticketing Scheme for Ireland (the Leap Card system), and regulation of vehicle clamping.

Within the Greater Dublin Area (GDA) the Authority carries additional responsibilities including:

* Strategic planning of transport;
* Development of an integrated, accessible public transport network;
* Promoting cycling and walking;
* Provision of public transport infrastructure generally including light rail, metro and heavy rail; and
* Effective management of traffic and transport demand.

The GDA includes the local authority areas of Dublin City, Fingal, Dún Laoghaire-Rathdown, South Dublin, Kildare, Meath and Wicklow.

The Authority’s Capital Investment Programme includes an exciting and challenging range of projects and programmes for development and delivery over the coming years. These include mega-projects such as MetroLink, BusConnects Dublin and the DART+ Programme, together with numerous other major projects/programmes in the heavy rail area, light rail area, bus infrastructure and public transport fleet, in addition to a large portfolio of projects in the active travel area. Along with other initiatives in the areas of micro-mobility, transport technology and climate adaption, there are stimulating and rewarding opportunities to make a real contribution to enhancing Ireland’s overall transport system.

Further information on the Authority is available on its website [www.nationaltransport.ie](http://www.nationaltransport.ie)

The National Transport Authority wishes to recruit a suitably experienced and qualified individual to the role of Senior Technical Analyst. Successful candidates may be placed on a panel from which future vacancies may be filled.

**The Transport Technology Department**

The NTA’s Transport Technology (TT) department consists of two teams. The *Transport Technology Systems Team* sources, develops and delivers new systems and enhancements, primarily via external suppliers, while the *Transport Technology Operations Team* ensures that the supplied systems are operated and maintained within agreed service levels, manages service delivery, and handles all incidents and outages with live systems.

The *Transport Technology Systems Team* is responsible for overseeing the delivery and subsequent enhancements of solutions across four principal areas: (1) Ticketing – which includes TFI Go and Leap Top-Up mobile applications, (2) Automatic Vehicle Location, (3) Real-Time Passenger Information (RTPI), and (4) National Journey Planner systems feeding the TFI Live mobile application. Currently the Transport Technology department is working on the Next Generation Automated Vehicle Location (NGAVL) project, which will ultimately replace 5 legacy AVL systems with one central AVL system for all Public Service Obligation (PSO) bus operators in Ireland. In addition, the Transport Technology department is working on the Next Generation Ticketing (NGT) project, which will ultimately replace the Leap Card system, and which will depend on the NGAVL system for the provision of key information required by the Next Generation Ticketing (NGT) system once installed on bus.

**Next Generation Automated Vehicle Location (NGAVL) Project**

Automatic Vehicle Location (AVL) is required for service control of buses, communications with drivers, tracking of route performance, generation of real time passenger information for on-street displays and mobile applications and is at the core of the contract management function of the NTA in tracking kilometres operated and punctuality by operator by route.

There are currently five separate AVL systems used to manage bus operations in Ireland and these systems are approaching their end of life. In 2023, the NTA completed a public procurement competition to appoint a single supplier, Trapeze ITS UK Limited, to provide a modern system to replace the five systems with one central system common to all bus operators. This next generation solution from Trapeze shall have the capacity to expand to meet the growing demand for Public Transport in Ireland and will produce higher quality real-time passenger information (RTPI) in a single consistent format for all customers.

The project is well underway and the critical enabler for this project; preparatory works on the bus fleet nationwide to re-wire the buses so that they are ready for installation of the new Trapeze AVL equipment (IDR-i3), has advanced and to date more than 700 buses have been retrofitted with the new wiring arrangements. Subject to the systems successfully passing the detailed testing and trial phases, a pilot rollout will commence in late 2025, following which, the full rollout will commence and in total approximately 1,800 buses nationwide will require installation of the new system.

**The Role**

The National Transport Authority wishes to recruit a suitably experienced individual for the position of NGAVL Senior Technical Analyst to provide technical oversight of the Trapeze NGAVL solution. The successful candidate will be required to fulfil the following principal duties and responsibilities.

**Duties and Responsibilities**

Reporting to the Head of Transport Technology Systems, the principal function of this role is to oversee the ongoing development and enhancement of the NGAVL systems and solution, including the development and introduction of ITxPT services for integration with the Next Generation Ticketing (NGT) system.

The individual appointed to this role shall be the expert on the configuration and operation of the Trapeze IDR-i3 AVL system installed on buses and central systems supporting the operation of the solution. Using this knowledge and experience, the appointed individual shall ensure appropriate technical oversight of changes to the NGAVL solution post go-live, including being responsible for specifying potential changes and investigating any issues with the solution.

The individual shall also assist on related initiatives (e.g., depot management systems, bus electrification systems, legacy ticketing systems) as required from time to time.

In addition, the individual shall support the Transport Technology Operations Team in the ongoing contractual management of the supplier and the monitoring and reporting of the Key Performance Indicators and Service Level Agreements applying to the NGAVL solution provider.

**Key Accountabilities**

* Oversees the development and enhancement of the NGAVL solution post-go live.
* Ensures that the NGAVL supplier successfully integrates with the NGT system using ITxPT compliant protocols and support the NGT project on an ongoing basis.
* Acts as the primary technical contact for the NGAVL solution for any issues and to identify any defects or flaws and the solutions to such issues.
* Reviews the technical design of changes to the NGAVL systems provided by external suppliers and ensure that the proposed designs meet the NTA’s technical requirements and specifications.
* Proposes and defines a technical roadmap for enhancements, aligning with the NTA’s objectives.
* Initiates change requests by securing internal buy-in for implementing changes and enhancements.
* Leads the test and validation processes post enhancement implementations/upgrades.
* Liaises with internal teams (i.e. Operations Team) and other departments (e.g. ICT, PMO) as required to ensure implementation of the appropriate technical changes.
* Brings expertise and technical leadership to solve problems and technical challenges.
* Provides technical input into testing strategies, ensuring comprehensive test coverage for enhancements and defect fixes.
* Identifies innovation opportunities including proof-of-concept developments, technology trials and other developments or enhancements that could improve the solution.
* Documents the solution and trains others so that the Transport Technology department can handle issues more effectively in the future.

**Note:** The functions and responsibilities initially assigned to the position are based on the current organisational requirements and may be changed from time to time. The person appointed requires the flexibility to fulfil other roles and responsibilities at a similar level within the Authority.

**Essential Criteria**

**Please note: In order to satisfy the shortlisting panel that you meet these criteria you must explicitly reference how you meet same in your application. Failure to demonstrate these may prevent your application progressing to future shortlisting stages.**

Each candidate must meet the following requirements at the time of the competition closing:

1. Hold a minimum of a NFQ level 7 qualification in a relevant discipline, being software engineering, electrical/electronic engineering or information technology;
2. Have at least 7 years’ satisfactory experience of configuration and testing of AVL systems, with at least 3 of these years being in a management role;
3. Have sufficient experience of AVL on-bus hardware diagnostics;
4. Have sufficient experience of ticketing systems in a transit environment;
5. Have hands on experience of data formats used for AVL (e.g. GTFS) and bus operations (e.g. VDV);
6. Have experience of outsourced systems development and implementation projects as a client technical representative; and
7. Have experience of software test planning and testing of AVL systems.

**Desirable Criteria**

**Please note: Should further shortlisting be required after essential criteria above, a selection of the following may be assessed.**

The ideal candidate will also:

1. Have substantial experience of technical analysis and ability to write technical specifications suitable for implementation by external suppliers;
2. Have knowledge of ITxPT protocols and their applicability to on-bus systems;
3. Have experience of analysing and reporting on the accuracy of vehicle location data;
4. Have knowledge of bus performance monitoring systems using data generated by AVL systems; and
5. Excellent interpersonal, oral and written communication skills, with the ability to effectively advocate for the Systems Team and explain complex technical information clearly and precisely to non-technical senior colleagues, technical colleagues, and external suppliers.

**Remuneration**

**Salary Grade: Engineer Grade I**

**Salary Scale: €85,786, €88,481, €91,182, €93,874, €96,567, €99,770, €103,415 (LSI 1), €107,064 (LSI 2)**

**Personal Pension Contribution (PPC) rate.** This salary is payable to an individual who is required to make a personal pension contribution (PPC) to their main pension (in general those persons whose initial appointment to the Public Service is on or after 6th April 1995).

**€81,552, €84,055, €86,621, €89,185, €91,738, €94,780, €98,246 (LSI 1), €101,714 (LSI 2)**

**Non Personal Pension Contribution (non-PPC) rate.** This salary is payable to an individual who is not required to make a personal pension contribution (PPC) to their main pension scheme.

**Annual Leave:** 30 days per annum. This leave is on the basis of a five day week and is exclusive of the usual public holidays.

**Note:**

* entry will be at point 1 of the scale and will not be subject to negotiation;
* different pay and conditions may apply if, immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant;
* the rate of remuneration may be adjusted from time to time in line with Government pay policy.

**Contract:** Permanent Contract

**Probation:** There is a 6 month probationary period which may at the discretion of the CEO be extended to 10 months.

**Selection Process**

Prior to completing your application please read the Important Candidate Information Booklet on our careers page here: [www.nationaltransport.ie/about-us/careers](https://www.nationaltransport.ie/about-us/careers/)

**How to Apply**

Please submit your application in one single word document or PDF referencing the title of the role you wish to apply for in the subject of the email to **ntacareers@rsmireland.ie** with the following:

1. A comprehensive cover letteroutlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the role of Senior Technical Analyst;
2. A comprehensive CV (not to exceed 3 pages); and
3. A fully completed Key Achievements Form (attached).

Please note that omission of any or part of the 3 requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

**Closing Date**

**The closing date and time for applications is strictly 12pm (noon) on 15th August 2025. Applications received after the specified deadline cannot be accepted.**

If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email **ntacareers@rsmireland.ie.**

**Senior Technical Analyst - Key Competencies**

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| **Leadership** | Actively contributes to the development of the strategies and policies of the Department/ Organisation  |
| Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise  |
| Leads and maximises the contribution of the team as a whole  |
| Considers the effectiveness of outcomes in terms wider than own immediate area  |
| Clearly defines objectives/ goals & delegates effectively, encouraging ownership and responsibility for tasks  |
| Develops capability of others through feedback, coaching & creating opportunities for skills development  |
| Identifies and takes opportunities to exploit new and innovative service delivery channels |
| **Judgement, Analysis & Decision Making** | Researches issues thoroughly, consulting appropriately to gather all information needed on an issue  |
| Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data) |
| Integrates diverse strands of information, identifying inter-relationships and linkages |
| Uses judgement to make clear, timely and well-grounded decisions on important issues |
| Considers the wider implications, agendas and sensitivities within decisions and the impact on a range of stakeholders |
| Takes a firm position on issues s/he considers important |
| **Management & Delivery of Results** | Takes responsibility for challenging tasks and delivers on time and to a high standard  |
| Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances |
| Ensures quality and efficient customer service is central to the work of the division |
| Looks critically at issues to see how things can be done better |
| Is open to new ideas initiatives and creative solutions to problems |
| Ensures controls and performance measures are in place to deliver efficient and high value services |
| Effectively manages multiple projects |
| **Interpersonal & Communication Skills** | Presents information in a confident, logical and convincing manner, verbally and in writing  |
| Encourages open and constructive discussions around work issues |
| Promotes teamwork within the section, but also works effectively on projects across Departments/ Sectors |
| Maintains poise and control when working to influence others |
| Instils a strong focus on Customer Service in his/her area |
| Develops and maintains a network of contacts to facilitate problem solving or information sharing |
| Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system |
| **Specialist Knowledge, Expertise and Self Development** | Has a clear understanding of the roles objectives and targets of self and the team and how they fit into the work of the unit and Department/ Organisation |
| Has a breadth and depth of knowledge of Department and Governmental issues and is sensitive to wider political and organisational priorities |
| Is considered an expert by stakeholders in own field/ area |
| Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role |
| **Drive & Commitment to Public Service Values** | Is self-motivated and shows a desire to continuously perform at a high level |
| Is personally honest and trustworthy and can be relied upon |
| Ensures the citizen is at the heart of all services provided |
| Through leading by example, fosters the highest standards of ethics and integrity |

**Senior Technical Analyst - Key Achievements Form**

Having read through the key competencies and having considered the demands of the role, for each of the competencies below, please briefly demonstrate a specific example which illustrates how you have developed the relevant competency during your career to date, and which clearly demonstrates your suitability for this position.

Your answer must highlight all elements of the STAR competency framework – which is outlined below:

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| **S**ituation  | Present a challenging situation you found yourself in |
| **T**ask | What did you need to achieve from the situation?  |
| **A**ction | What action did you personally take to achieve this?  |
| **R**esult | What was the result of your action?  |

Please note, there is a maximum page count of **3 A4 pages at font size 10-12.**

The key achievements form commences on the next page.

**Senior Technical Analyst - Key Achievements Form**

Please complete all sections of the form below.

**Where did you hear about this role (i.e. Publicjobs.ie, Irishjobs.ie, Irish Times, LinkedIn)?**

**Name:**

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| **Leadership** |
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| **Judgement, Analysis & Decision Making** |
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| **Management & Delivery of Results** |
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| **Interpersonal & Communication Skills** |
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| **Specialist Knowledge, Expertise and Self Development** |
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