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## **In-House Job Opportunity Announcement**

### **PTC Technical Support Supervisor**

NICTD intends to hire a Positive Train Control (PTC) Technical Support Supervisor to implement the technical support requirements for PTC. This person will play a key role in the establishment of a working PTC System. This person will also develop and deliver training to the PTC Technical Support Administrators who will provide 365/7/24 implementation and troubleshooting services once the PTC System is fully operational. Follow-up assignments will include the overall supervision of the PTC Technical Support Administrators and on-going oversight of the PTC System, including periodic updates.

#### **Description of Duties:**

- Overall pro-active responsibility for the timely and successful implementation of the technical support functions of the PTC System.
- Oversee and provide guidance to the PTC System Integrator on a daily basis including, but not limited to, problem resolution, contract application, schematic interpretations, specification field adjustments, testing, validation and verification and such other tasks as may be needed to ensure that the PTC System installer is performing its installation duties consistent with delivery schedules and product specifications.

- Develop, and then implement, a PTC Tech Support Administrator training program to accomplish the training of PTC Tech Support Administrators in the inspection, maintenance, troubleshooting, and repair of the PTC System.
- Uses software to measure, evaluate, and communicate the PTC System Integrator’s design and implementation progress and accuracy of completed installations.
- Works closely with the PTC System stakeholders in the transportation, mechanical, and engineering departments.
- Supports diversity and equal opportunity initiatives.
- Performs other duties as assigned.

**Position Requirements:** The following skills will be considered in the selection of candidates for interviews:

- NICTD solicits applications from candidates with an associates or higher degree majoring in electrical engineering, or electrical engineering technology, industrial engineering with emphasis on electrical systems, or comparable major. Persons still enrolled in coursework and pending graduation on or before June 2019 are eligible for consideration. Relevant practical and/or military experience of five (5) or more years may be substituted in lieu of college coursework or degree.
- Working knowledge, study, or internships relating to railroad signal and communication systems and computer systems with or without supervisory experience. Demonstrated in-field leadership in troubleshooting and assisting others with system maintenance or project management is preferred but not required.
- Working knowledge of PTC Operations and Support in addition to familiarity with PTC federation and communications is an essential and required skill.

Working knowledge, study, or internships relating to railroad signal and communication systems and computer systems with or without supervisory experience. Demonstrated in-field leadership in troubleshooting and assisting others with system maintenance or project management is preferred but not required.

- Genuine interest in electrical issues as shown through internships, volunteer projects, or other work or non-work activities is preferred but not required.
- Experience in the development and implementation of industrial training programs is preferred but not required.
- Able to multi-task among competing and changing priorities while maintaining a pleasant disposition. Superior communication and listening skills; able to write objective, fact-based memos and reports.
- Must be competent in using Microsoft Windows and Microsoft Office. Familiarity with AutoCAD or similar software is preferred. Must be adaptable to learning new software. Competent, comfortable, and keenly interested in software relating to asset management, project planning/scheduling, and productivity evaluation.
- Valid driver's license with an insurable driving record under the District's fleet policy is required. Reliable transportation to and from Michigan City, Indiana, in all types of weather is required.
- Willing to work indoors and outdoors; occasionally varied shift hours, occasionally varied days off, some holidays if operationally necessary and extended hours based on the needs of the service. May participate in weekend duty supervisor rotation.
- Superior safety, attendance, and work service records.

Selection is also subject to satisfactory results from a post-offer physical examination (including drug and alcohol screening tests) and a post-offer background evaluation (including criminal and trust-related criteria).

**Schedule:** While the PTC Technical Support Supervisor can expect to primarily work during the day, work is occasionally required on second or third shift as well as weekends. Schedules and assignments are subject to change based on the needs of the service, PTC System progress, and managerial staffing requirements for the department. The successful applicant can expect off-duty calls from other managers as well as calls for help with situational emergencies.

**Supervision:** The position reports to the Systems Integration Project Engineer.

**Salary and Benefits:** The salary range for this opportunity is \$55,000 - \$65,000. Salary will be based on skills, experience, and consistent with pay structure for others in comparable assignments. The District offers an excellent comprehensive benefits program that includes, but is not limited to, comprehensive health care coverage, health savings account, wellness program, dental care, life insurance, short- and long-term disability benefits, vacation, holidays, supplemental pension plan, Railroad Retirement Board benefits, and comp time. Credit for time served in other railroad employment, including approved military leaves, may be applied in determining vacation day entitlements. Relocation benefits are not available.

**Work Environment:** The employee occasionally may be exposed to fumes or airborne particles. The noise level ranges from quiet to moderately loud.

**How to Apply:** Submit a written resume outlining education, training, experience, and work history. An informal copy of your transcript can be supplied with these materials or at the time of the interview. A cover letter outlining the reasons why you are interested in working as a PTC Technical Support Supervisor and why you believe you are best qualified is encouraged but not required. The mail or hand-delivery address is: PTC Technical Support Supervisor Opportunity, Attn: Director – HR&LR, 601 North Roeske Ave., Michigan City, IN 46360. The e-mail delivery address is: [bjarne.henderson@nctd.com](mailto:bjarne.henderson@nctd.com). The deadline for applying is 3 p.m. on Monday, April 29, 2019. Qualified applicants will be notified if selected or declined for an interview. **Note: Apply early to ensure consideration. The District reserves the right to fill the position with a qualified candidate prior to the end of the deadline for receipt of application materials.**

Phone calls and walk-ins requesting consideration or expressing interest are not accepted. The District assumes no responsibility for late or undelivered materials. Persons who desire to assure deliveries of their requests for consideration are encouraged to hand deliver their materials or send them by certified mail.

**Questions:** Contact Bjarne Henderson, Director of Human Resources & Labor Relations, at (219) 874-4221, ext 223; e-mail: [bjarne.henderson@nctd.com](mailto:bjarne.henderson@nctd.com).

***NICTD is an Equal Opportunity Employer***