



Job Title: Automatic Fare Collection Maintainer

Purpose: Working on a shift roster the AFC Maintainer maintains equipment including Ticket Vending Machine, Gate line barriers, Station Control units, Ticket Office machines, Validators, local network/ power cabling, car parking machines and other comparable equipment. Where equipment design allows remote access is used to analyse and correct issues.

The post has been identified as a Non Railway Safety Critical Post

Remuneration: Red book 4

1. Principal areas of responsibility

- 1.1 Perform Incident resolution, maintenance, monitoring and delivery of Service Requests ensuring a high level of service provision.
- 1.2 Identify and implementing improvements to remove the root cause or minimise the impact of all incidents through the Problem Management process.
- 1.3 Ensure the maintenance of distributed services and configuration records adhere to operational standards, ensure the Maintenance database is kept up-to-date.
- 1.4 Assist in the development and maintenance of a technical Knowledge Base and user training material for distributed services.
- 1.5 Undertake the monitoring of distributed asset performance to ensure maintenance is at an optimal level and identify improvements and associated risks.
- 1.6 Effectively deliver changes that are required for the fulfilment of ICT Projects.
- 1.7 Lead the response during Major Incidents ensuring a fast return to service minimising the impact on business functions. Assist in Major Incident investigations to determine and remove the underlying root causes.
- 1.8 Monitor and record equipment reliability, availability and performance assisting in identifying trends and implementing improvements.
- 1.9 Document, review and maintain processes, work instructions and safe systems of work.
- 2.0 Ensure that all raised issues are effectively resolved and assist to identify Problem trends with the Distributed services.
- 2.1 Perform maintenance and repairs ensuring they are carried out to plan and against the specified performance standards.
- 2.2 Ensure that the required materials and equipment are available to enable all relevant maintenance and repair tasks to be completed.
- 2.3 Assist in the development and operation of an Availability Management process to remove all availability related incidents and service outages.
- 2.4 Assist in the development and operation of a Capacity Management process to remove all capacity related incidents and service outages.
- 2.5 Assist with the ICT risks process including business continuity, disaster recovery planning and management including the creation and testing of contingency plans for ICT services
- 2.6 Ensure all work carried out is in line with Nexus Health and Safety policies and procedures.
- 2.7 Train and mentor colleagues and Nexus staff in the development and support of the ICT Policies and security requirements for all ICT services.
- 2.8 Be responsible for carrying out maintenance, on site repairs and technical adjustments to the full range of current and future ICT assemblies.
- 2.9 Carry out configuration, testing and installation of software
- 3.0 Undertake proactive engineering and process development, with the aim of improving reliability, security, and resilience of ICT Ticketing and Gating equipment.

- 3.1 The post holder is expected to be flexible in undertaking the duties and responsibilities attached to their job and may be asked to perform other duties, which reasonably correspond to the general character of their job and their level of responsibility.
- 3.2 The post holder is expected to maintain personal and professional development to meet the changing demands of the job and participate in appropriate learning and development activities
- 3.3 The post holder will ensure that Nexus's Vision, Values and Behaviours are at the forefront of all that they do.
- 3.4 The post holder will when appropriate work shifts, carry out stand by and call out duties and participate in emergency return to work situations.

2. Dimensions

2.1 Communication

- 2.1.1 Liaise with Nexus and other control rooms. Notify the control room on the technical impact and estimated downtime of service.
- 2.1.2 Provide advice/ updates on equipment failure during major incidents.
- 2.1.3 Provide written updates for any work. Update asset knowledge database fault and maintenance work undertaken.
- 2.1.4 Provide updated documentation to capture asset configuration changes.
- 2.1.5 Provide timesheets for all work done ensuring a robust audit trail is provided for all work.
- 2.1.6 Payment Card Data Security Standards (PCI DSS) working practices and documentation in accordance with laid down procedures training and external audit.
- 2.1.7 Provide statements to Police for fraud, vandalism or damaged to Nexus infrastructure.

2.2 Initiative & Independence

- 2.2.1 Predominantly a lone worker. Work unsupervised, independently undertaking problem resolution. The Maintainer is responsible for fault prioritisation and rectification of service issues at all times including emergency call out.
- 2.2.2 Complete maintenance unsupervised to the required security and data protection standards.
- 2.2.3 Ensure that all the ICT Policies are understood and adhered to.
- 2.2.4 Represent the ICT Department in all areas of the business, deputising for the Supervisor as appropriate.
- 2.2.5 Continually monitor, evaluate and document the distributed services to identify any emerging threats or trends that increase the risk to the ICT Enterprise

2.3 Resources

- 2.3.1 A wide range of software diagnosis and testing applications utilised on site or remotely access via a laptop.
- 2.3.2 Copper cable testing equipment.
- 2.3.3 Will be required to handle large sums of cash, Pre-release Bills and coins and sensitive credit card equipment in strict accordance with AFC, Nexus and 3rd party policies and processes. And a subject to internal audit.
- 2.3.4 Be familiar with and utilise the full range of personal computers, applications to monitor, update and program equipment to the required standard.
- 2.3.5 Be familiar with test equipment used by the department including manufacturers test benches, oscilloscopes, programmers and a range of test equipment
- 2.3.6 Assigned a nexus personal maintenance vehicle.

2.4 People

- 2.4.1 No direct responsibility for people other than general awareness and care for colleagues.

2.5 Health & Safety

- 2.5.1 Direct responsibility for safety and general welfare of others and may be classed as Safety Critical for certain aspects of the job.

	Name	Signed	Date
Line Manager			
Job Holder			