Go-Ahead

Retail Technical Specialist

Full-Time, Permanent Role
Based in London Westminster and East Croydon

The Role:

The Retail Technical Specialist is responsible for designing, delivering and supporting our more complex and challenging changes, predominantly for customer-facing IT. They will be a subject matter expert able to mobilise as technical lead for projects, with an aptitude and eagerness to learn comprehensively on a breadth of systems.

Key Responsibilities:

- Gain and offer subject matter expertise on all Retail and Customer solutions within Go-Ahead

- Receive stakeholder requests, priortise and deliver against agreed deadlines

- Assist the Retail Portfolio in delivering Projects, including performing the following activities: Gather requirements, write functional specifications, review technical specifications as technical lead, identify and mitigate risks

- Ensure capture of effective and reasonable non-functional requirements, with a view towards ensuring added contractual value during the operation and future extensibility of solutions

- Identify and mitigate risks with cooperation of broader IT services

- Log, review and present at design and change authority boards for relevant changes

- Respond in a timely manner to requests for proposal/information, and support procurement with technical aspects of new tenders

- Working within the ITIL framework, support incident and problem management if/when required but primarily taking a preventative approach before incidents occur

- Engage with the public transport industry and relevant groups to ensure Go-Ahead's interests are reflected on any technical changes impacting the Retail solutions utilised by Go-Ahead Operators

- Horizon scan potential new technologies, along with supporting and writing business cases focusing on measurable returns on investment

- Adhere to Go-Ahead's internal values, attitudes and beliefs and other policies, including championing information security

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About You:

- Bachelors level degree, preferably role related

- Experience within an (intermediate or higher) technical role or relevant qualification

- Excellent written and spoken English

- Able to follow instruction accurately and determine necessary steps to delivery of a task through own initiative

- Strongly self-motivated and results driven

- Able to work well in teams and support beyond immediate remit if required for delivery

- Confident stakeholder management

- Understanding of Solution Architecture

- Understanding of ITIL

- Understanding of PRINCE2

- Understanding of Data Protection

- Understanding of Information/Cyber Security and PCI Compliance

- Assesses opportunities for improvement while prioritising delivery of specific task/project scope

- Focused on commercial awareness and passionate about optimising Customer experience

Desirable Requirements:

- Additional IT-relevant qualification

- Experience of managing e-commerce solutions

- Experience of managing Information/Cyber Security for digital assets

- Experience of application of Software and/or Data Architecture

- Knowledge of Smart Ticketing

To Apply:

Please submit a cover letter with current CV (in Word or PDF) to Sean McLaughlin, Retail Solutions Manager (Bus & Rail) at sean.mclaughlin@go-ahead.com, and must be received by close of business on **Friday 17th July 2020**.

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