



## **TERMINAL OPERATING SYSTEMS SPECIALIST**

The United operations are seeking applicants for the role of Terminal Operating Systems Specialist. The overall purpose of the role is to develop and maximise the use of the NAVIS Terminal Operating System (TOS) based on PD Ports standard solutions as well as comply with terminal specific processes and interfaces/applications. Actively support the interface and integration of the NAVIS TOS with the automated equipment as well as the administration of the NAVIS TOS and ensure compliance with the terminal and global IT policies as applicable.

Reporting to the Operations Manager United the primary responsibilities are:

- Actively contribute towards the development of TOS implementation documents including reference data configuration and maintenance, workflow mapping as per business requirements, system installation, system testing and integration
- Perform TOS administration duties including data maintenance, patch testing and installation, log file maintenance, vessel and yard file maintenance, vessel schedules, configurations and settings etc, with support from IT N4 team
- Proactively engage with the NAVIS user community to collect information about the issues and lead Ops through diagnostic procedures to determine sources of error for basic issues, escalating more serious issues to the management team where necessary
- Engagement with IT teams ensuring compliance with policies and standards • Execute the Business Application configurations and specifications for deployment/commissioning of container terminal specific equipment (Yard cranes, RTG's, rail equipment, gates etc.) in collaboration with the IT, Engineering and operational management team
- Provide support to TOS end users at the terminal and integrated 3rd party systems
- Have a continuous improvement mind set for the TOS processes
- Adherence to the agreed SLA's for TOS system maintenance & support • Installs, modifies and makes minor repairs to application, and provides technical assistance and training to end users
- Loads specified application packages/patches/releases as and when there are new developments from Navis or the IT N4 team
- TOS/Applications include but are not limited to SPARCS, MCP, Fast gate, WhereNet RFID Technologies, Camco Autogate, Vehicle Booking System

The successful candidate will have demonstrable experience with application support, to be able to troubleshoot a wide variety of business application issues and the ability to manage several activities simultaneously, often with stringent deadlines. Experience of NAVIS TOS in Lo-Lo operations is essential with experience of Ro-Ro, Rail and distribution operations desirable. The ideal candidate will have strong organizational and personal skills, the ability to assess business issues and risks and to interpret them into technology solutions/requirements as well as understanding of project management, change management, and escalation.

If you feel you have the necessary skills, drive and enthusiasm to undertake this challenging role, please apply in writing providing a full CV and covering letter detailing your relevant skills and experience to:

**Group HR Department:** [hadmin@pdports.co.uk](mailto:hadmin@pdports.co.uk)

**Closing Date:** 5<sup>th</sup> August 2020